



Hobsons Bay City Council

2021 Kerbside Collection Services Review Survey

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Prepared by:

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Executive summary

The *Kerbside Collection Services Review* project was comprised of four separate components: A random sample survey of residents across the municipality, an open-access opt-in online survey available to all residents and ratepayers, a series of three focus groups (younger residents, older residents, and multi-cultural residents), as well as 82 interviews conducted by staff in specific locations across the municipality.

Metropolis Research conducted a telephone interview survey of 500 residents drawn randomly and proportionally from across all the suburbs and localities within the City of Hobsons Bay.

The survey was comprised of a total of 71 separate questions and took an average of approximately ten minutes to complete. Surveys were conducted from 11am till 7pm weekdays, and 11am till 5pm on weekends, and all surveys were conducted between the 18th and 24th of March 2021.

The survey included both mobile and landline telephone numbers, and multiple attempts were made to contact each number to maximise residents' opportunity to participate.

The results of the random sample telephone survey have been weighted by age and gender to ensure that the respondent profile accurately reflects that of the population of the City of Hobsons Bay.

The open-access, opt-in online survey received responses from 5,182 individuals, although it is noted that not all respondents completed all the questions in the online survey.

The survey was available online from the 22nd of March until the 25th of April. Print-and-post surveys were received by Council until the 31st of May.

Council posted letters to all households and ratepayer, including information about the survey in five languages other than English and contained a unique access code to ensure one response per household.

The aim of all four components of the research was to explore community use of, their satisfaction with, and preferences moving forward in relation to Council's kerbside collection services.

Understanding of the new kerbside collection services

Most respondents believed that [Council introduced the new kerbside collection services](#) to make it a better recycling system (19% of the random telephone and 10% of the online survey respondents), to reduce waste and increase recycling (19% and 27%), to cut the costs of recycling and save money (4% and 9%), or to be greener and more environmentally sustainable (9% and 8%).



Approximately half (51% of the random telephone and 50% of the online survey) respondents believe that Council's [top priority when designing the kerbside collection services](#) should be "to minimise the environmental impacts of household waste", whilst approximately one-quarter believed it should be "to collect household waste at the most cost-effective price to ratepayers", and a little less than one-quarter believed it should be "to maximise the convenience of kerbside collection services to the community".

Almost all respondents from both surveys [recall reading about the new bin collection service](#) from at least one of the seven methods listed on the survey, with the booklet information pack delivered with the bins (58% and 79%), *In the Loop* newsletter / brochure (31% and 16%), the *Collection Calendar* (27% and 61%), and the website FAQs (21% and 19%) the most common methods.

On average, the random telephone survey respondents rated their [satisfaction with being informed of the changes to the bin collection service](#) at a "very good" average of 7.41 out of a potential 10, with 61% "very satisfied" (i.e., rating satisfaction at eight or more), and 10% "dissatisfied" (i.e., rated satisfaction at less than five). The self-selected online respondents rated satisfaction a little lower at 7.05, or "good", with 54% "very satisfied" and 15% "dissatisfied".

Both the random telephone and self-selected online survey respondents, on average, rated [satisfaction with the physical delivery of the new bins](#) at "excellent" levels of 8.07 and 7.79 respectively, with 73% and 68% "very satisfied" and 4% and 9% dissatisfied.

More than two-thirds of respondents to both surveys were aware that they could [upsize or order additional bins](#), with 31% of the random telephone and 25% of the online survey respondents reporting that they had upsized a bin or bins, and 2% and 3% respectively had ordered additional bins.

Approximately one-sixth (19% random telephone and 17% online survey) of respondents reported that they were using [Council's free COVID-19 rubbish bin upsize service](#).

Use of the kerbside collection services

Most respondents from both surveys reported that they put three of the four [bins out for collection every time](#), with 93% and 91% for the general rubbish, 87% and 86% for the mixed recycling, and 74% and 70% for the food and garden waste bin. Approximately (48% and 45%) reported that they put the glass recycling bin out every time, whilst 35% and 40% reported that they put the glass recycling bin out of collection less often than every second time or never put the bin out for collection.

Most respondents reported that three of the four bins were typically at least three-quarters [full when they put it out for collection](#), including mixed recycling (89% and 87%), the general rubbish bin (86% and 84%), and the food and garden waste (67% and 53%) bins. Only 28% of the random telephone but 73% of the self-selected online survey respondents reported that their glass recycling bin was typically at least three-quarters full when they put it out for collection.



It is noted that a small proportion of the random telephone survey respondents, but a much higher proportion of the self-selected online survey respondents reported that their bins were typically overflowing when they put them out for collection, including 15% and 27% for the general rubbish, 8% and 14% for the mixed recycling, 4% and 5% for the food and garden waste, and 1% and 20% for the glass recycling bin.

These variations in results are a strong indication of the differences between the random sample telephone survey and the self-selected online survey. Individuals who chose to participate in the online survey strongly tended to have more issues with their bin collection service, and to subsequently be less satisfied with Council's kerbside collection services.

Almost two-thirds of the random sample telephone survey and three-quarters of the self-selected online survey respondents answering the question reported that they observed that either "many" (21% and 31%) or "some" (43% and 45%) [bins are overflowing in their local neighbourhood on bin collection night](#). It strongly appears that the self-selected online survey respondents were more likely to take notice of the state of other bins around their neighbourhood on bin collection night, again reflecting their greater (and more often negative) level of engagement in the issue.

Approximately one-fifth (20%) of the random sample telephone survey respondents and 39% of the self-selected online survey respondents reported that they have [experienced issues with the bin collection services in the last six months](#), with 13% and 25% of these respectively experiencing issues just once or twice.

The most common issues experienced appear to be that bins were not collected, with a small number also reporting that bins were mishandled, that there was spillage, and a small number raised a range of other issues.

Satisfaction with aspects of the kerbside collection services

Throughout the satisfaction results from the *Kerbside Services Review*, it was consistently found that the self-selected online survey respondents were somewhat, and often measurably, less satisfied with most aspects than were the randomly selected telephone survey respondents.

This pattern reflects the fact that the online survey respondents self-selected themselves to participate, which has the effect of lowering the satisfaction scores, as more individuals who were negatively engaged with the issue made the choice to participate in the open-access online survey than the random survey, which includes a better cross-section of the community with a range of different views on Council's kerbside collection services.

Respondents to both surveys, on average, rated their [satisfaction with the size](#) of the mixed recycling (8.41 and 8.28) and the glass recycling (8.31 and 7.83) bins at "excellent" levels. Less than five percent of the random sample telephone survey respondents were dissatisfied with the size of these two bins, whilst 12% of the online survey respondents were dissatisfied with the size of the glass recycling bin.



Random telephone survey respondents, on average, rated satisfaction with the size of the food and garden waste bin (7.20) and general rubbish (6.54) bins at “good” levels. The self-selected online survey respondents rated satisfaction with the food and garden waste bin at 6.29 or “solid”, and the general rubbish bin at 4.97 or “very poor”.

One-quarter (25%) of the random telephone and 45% of the self-selected online survey respondents were dissatisfied with the size of the general rubbish bin and 16% and 25% respectively were dissatisfied with the size of the food and garden waste bin.

Most of the respondents to both surveys who were dissatisfied with the size of the bins preferred a large bin, with 99% and 92% preferring a larger general rubbish bin, 94% and 82% preferring a large food and garden waste bin, 88% and 77% preferring a large mixed recycling bin, and 65% and 34% preferring a large glass recycling bin.

It is, however, noted that 66% of the online survey respondents dissatisfied with the size of the glass recycling bin, preferred a smaller rather than a larger bin.

Random telephone survey respondents, on average, rated their [satisfaction with the frequency of collection](#) of the food and garden waste (8.31), glass recycling (8.27), and mixed recycling (7.86) bins at “excellent” levels, with less than 10% dissatisfied with the frequency of these collections.

Random sample telephone survey respondents were less satisfied with the frequency of collection of the general rubbish bin, rating satisfaction at 6.44 out of 10, which is a “solid” level of satisfaction. Whilst half (52%) of respondents were “very satisfied” with the frequency of the general rubbish bin collection, almost one-third (30%) were dissatisfied.

The online survey respondents were somewhat less satisfied, however, rating satisfaction at 8.16 or “excellent” for the food and garden waste bin, “very good” for the glass recycling (7.70) and mixed recycling (7.47) bins, and just 4.06 or “very poor” for the general rubbish bin. It is noted that half of the online survey respondents were “dissatisfied” with the frequency of collection of the general rubbish bin.

Almost all the respondents to both surveys dissatisfied with the frequency of the general rubbish (99% and 95%) and mixed recycling (100% and 82%) bins preferred that they be collected weekly.

All the random telephone survey and 24% of the self-selected online survey respondents dissatisfied with the frequency of the food and garden waste bin preferred that it was collected fortnightly. Interestingly, 61% of the online survey respondents dissatisfied with the frequency of collection of the food and garden waste bin preferred that it be collected weekly. This suggests a lack of understanding by some online survey respondents, or a lack of care when self-completing the online survey.

Three-quarters (79%) of the random telephone survey respondents and 51% of the self-selected online survey respondents dissatisfied with the frequency of the glass recycling bin preferred that it be collected fortnightly.



Respondents were asked [how frequently they would prefer the general rubbish and food and garden waste bins be collected if those bins were large rather than small bins](#). 62% of the random telephone survey and 49% of the online survey respondents preferred that the general rubbish bin be collected fortnightly and 35% and 39% respectively preferred weekly.

For the food and garden waste bin, 53% of the random telephone and 70% of the online survey respondents preferred that the food and garden waste bin be collected weekly and 44% and 22% fortnightly.

The most common [reasons why respondents preferred a weekly collection](#) of the general rubbish bin (even if it were a large bin) was that it smells when not collected weekly and that it fills up very quickly / they produce a lot of waste and need it collected weekly.

For the food and garden waste bin, the respondents to both surveys who would prefer a weekly collection of this bin (even if it were a large bin) were very strongly of the view that the bin smells too much and/or attracts vermin when collected fortnightly rather than weekly.

The random telephone survey respondents, on average, rated [satisfaction with what they can put in](#) the glass recycling (8.54), food and garden and garden waste (8.26), and general rubbish (8.20) bins at “excellent” levels. Less than two percent of respondents were dissatisfied with what they can put in these three bins. The self-selected online survey respondents were measurably less satisfied, but still rated satisfaction with what they can put in the glass recycling bin (8.01) at an “excellent” level, and the food and garden waste bin (7.42) and general rubbish bin (7.47) at “very good” levels. Up to approximately 10% of online survey respondents were dissatisfied with what they can put in these three bins.

Random telephone survey respondents, on average, rated satisfaction with what they can put in the mixed recycling bin at 7.69 out of 10, which is a “very good” level of satisfaction. Whilst two-thirds (67%) of respondents were “very satisfied” with what they can put in this bin, 7% were dissatisfied. Online survey respondents were measurably less satisfied, with an average satisfaction of 6.31 or “solid”, with 44% “very satisfied” and 27% “dissatisfied”.

The main feedback from respondents dissatisfied with what they can put in this bin was that they wanted to be able to recycle a wider range of waste, most often referring to a wider range of plastics. There is clearly some confusion in the community as to why Council cannot or will not accept a wider range of plastics and other waste for recycling.

Overall satisfaction with the kerbside collection services

[Overall satisfaction with Council’s kerbside collection services](#) was, on average, 7.48 out of a potential 10, or a “very good” level of satisfaction for the random telephone survey respondents. Two-thirds (65%) of the random telephone survey respondents were “very satisfied” with the kerbside collection services overall, whilst 9% were dissatisfied.

86% of the random telephone and 74% of the self-selected online survey respondent were “satisfied” overall with Council’s kerbside collection services (i.e., rated satisfaction at six or more).



The self-selected online survey respondents were measurably less satisfied than the random telephone survey respondents, although they were still satisfied, with an average satisfaction of 6.75 or “good”. Half (51%) of the online survey respondents were “very satisfied” overall with Council’s kerbside collection services, whilst 19% were “dissatisfied”.

Particular attention is drawn to the fact that the online survey respondents were consistently approximately ten percent less satisfied than the random telephone survey respondents, across the five regions, as well as by most of the respondent profile areas (including age structure, gender, disability, language spoken at home, pet ownership, housing situation, dwelling type, household size, and household structure).

The fact that the online survey respondents were consistently less satisfied across the regions and the demographic profile reinforces the finding that the variation in satisfaction observed between the random sample telephone survey and the self-selected online survey results reflects the implementation methodology, particularly the self-selecting nature of the online survey. The online survey results reflect the views of the sub-set of the community sufficiently engaged (often but not always negatively) with the kerbside collection services.

There was no significant variation in the random sample telephone survey results observed across the five regions comprising the municipality, and relatively little variation observed or by respondent profile, although the following variations from the random survey are noted:

- **Somewhat more satisfied than average** – includes older sole person households, young sole person households, older couple households, households without pets, one and two person households, and respondents living in flats or units with shared bins.
- **Somewhat less satisfied than average** – includes young couples, two-parent families with young children aged under 5 years, group households, one-parent families, households with a member with a disability or long-term medical condition, three and four person households, and the small sample of respondents in public rental households.

Preferences for the kerbside collection services

Respondents were asked three questions about their preferences moving forward for Council’s kerbside collection services.

Respondents were asked their preference if they had the option to [upsize or increase the frequency of just one of the collection services](#).

- 35% of the random telephone and 38% of the online survey respondents preferred to increase the frequency of the small rubbish collection to weekly.
- 29% and 34% preferred to upsize the rubbish bin to 240L (but still collect fortnightly).
- 16% and 13% preferred to increase the frequency of the mixed recycling bin to weekly.
- 16% and 13% preferred to upsize the food and garden waste bin to 240L (and be collected weekly).
- 4% and 3% preferred to increase the frequency of the glass recycling bin to weekly.



Respondents were then asked two questions specific to the general rubbish and the food and garden waste bins, which included potential costs as part of the available options.

Respondents were asked which of [four options they preferred for the general rubbish bin collection service](#), as follows:

- 52% of the random telephone and 34% of the self-selected online survey respondents preferred the current system of a small 120L bin collected fortnightly.
- 21% and 26% preferred a large 240L general rubbish bin collected fortnightly (at an additional charge of \$15 to \$20 per year for each household).
- 14% and 12% preferred a small 120L general rubbish bin collected weekly (at an additional charge of \$40 to \$45 per year for each household).
- 13% and 28% did not know or did not provide a response.

Respondents were asked which of [four options they preferred for the food and garden waste bin collection service](#), as follows:

- 70% of the random telephone and 53% of the self-selected online survey respondents preferred the current system of a 120L food and garden waste bin collected weekly.
- 12% and 15% preferred a large 240L food and garden waste bin collected weekly at an additional charge of \$30 per year for each household.
- 7% and 6% preferred a small 120L food and garden waste bin collected fortnightly at a reduced charge of \$30 per year for each household.
- 11% and 27% did not know or did not provide a response.

Compostable bags

A little more than half (52%) of the random telephone survey respondents and almost two-thirds (62%) of the self-selected online survey respondents reported that they would [use compostable bags as part of the food and garden waste bin](#), with a further 14% and 22% unsure if they would.

Most respondents still preferred a weekly collection of the food and garden waste bin (49% for the random sample telephone and 63% for the online survey), even [if compostable bags were allowed to be put in the food and garden waste bin](#).

A little less than half (47%) of the random sample telephone survey and one-third (36%) of the self-selected online survey respondents reported that they would “definitely” (22% and 17%), or possibly (25% and 18%) opt-in to receive a year’s supply of compostable paper bags for the kitchen caddy, at an estimated cost of \$40 per year.



Council's three-bin initiative for public bins in high-use areas

A total of 180 of the 500 random sample telephone survey respondents and 1,308 of the 5,182 online survey respondents provided a response to the question as to any feedback respondents had on Council's initiative for a three-bin system for public bins in high-use areas.

Most responses received from respondents to both surveys were generally positive in nature (61% and 55% respectively), with a further 13% and 21% positive but with reservations or suggestions.

Most of the positive comments related to a general positive feedback that this was a good idea. Of the negative comments, it appears that many are in fact referring to the kerbside collection services, reiterating negative feedback already addressed elsewhere in the survey.

Key findings from the street surveys

The key findings from the 82 street survey interactions conducted by officers of Hobsons Bay City Council were consistent with the results outlined in this report.

- Satisfaction with the four bin collection services was positive, with glass recycling (7.7) and mixed recycling (7.6) and the food and garden waste (7.4) rated as "very good", and the general rubbish (6.8) bin collection service rated as "good".
- Overall satisfaction with Council's kerbside collection services was 7.3, which was a little lower than the random telephone survey respondents (7.48) but somewhat higher than the self-selected online survey respondents (6.74). This variation again reflects the nature of the interaction methodology.
- The 82 individuals surveyed by staff preferred a small general rubbish bin collected weekly (32%) or fortnightly (35%), a small food and garden waste bin collected weekly (59%) or fortnightly (24%), a large mixed recycling bin collected weekly (8%) or fortnightly (92%), and a small glass recycling bin collected fortnightly (11%) or every four weeks (88%).
- A total of 58 general comments were received from these respondents, with 25 being generally positive, 28 raising issues, such as practical issues (9), prefer weekly (7), smell (3), a preference for the old system (3), bin size (2), recycling issues (1), and other issues (3).

Key findings from the focus groups

Older residents

The key findings from the focus group comprised of older residents aged 65 years and over were as follows:

- Develop an option for collecting soft plastics, as many of the seniors had strong feelings about soft plastics going to general waste.



- It was suggested that Council could endorse commercially available paper composting bags that are available in stores or online. The seniors did not mind purchasing compostable bags themselves if they knew which ones to buy.
- It was suggested that Council give residents the option to replace the glass bin with a crate (to save space). They highlighted, however, that it would need to have wheels due to weight concerns.
- The group was keen for Council to create a narrative for the waste collection and recycling service to help explain that there is a cost associated with an increase of services.

Culturally and linguistically diverse

The key findings from the focus group comprised of culturally and linguistically diverse community members were as follows:

- The participants were keen for Council to promote services to women at home related to the bin collection schedule App, bin repairs and bin upsizing. Some participants remarked that their husbands manage these issues.
- It was suggested that Council produce brochures or bin stickers to inform about the bin collection schedule as well as what to put into the bins.
- Renters whose landlords are unwilling to pay for increased service locked into standard service offering.

Young people

The key findings from the focus group comprised of young people were as follows:

- Participants suggested expanding the bin collection App capabilities to allow residents to customise their bin arrangements.
- It was suggested that the security chains (used to prevent animals opening bin lid) could be made longer to allow people to put rubbish in bins. This would help to reduce littering and to prevent rubbish being put into the incorrect bins.
- It was requested that the handle of the kitchen caddy be stronger. Having a workable kitchen caddy impacts whether people will use the food and garden waste bin correctly.



Introduction

Metropolis Research was commissioned by the City of Hobsons Bay to conduct primary research of the community to explore use of, satisfaction with, and preferences moving forward in relation to Council's kerbside collection services.

This research is part of a set of consultations being undertaken by Council in relation the collection system called *Recycling 2.0*. The consultations include a random sample residential survey, an open-access online survey hosted by Council, a small survey of local business, as well as a set of resident focus groups.

The aim of this survey was to explore aspects of Council's kerbside collection services:

- **Understanding of the new kerbside collection services** – including the reasons why respondents feel Council introduced the new system, what respondents believe should be Council's top priority for the system, awareness of and satisfaction with information provided by Council about the new system, satisfaction with the physical delivery of the new bins, whether respondents were aware of and / or had upsize a bin or ordered additional collections, and whether respondents were aware of and / or had used the COVID-19 free upsize service.
- **The kerbside collection services** – including the size of each bin, the frequency and fullness of these bins when putting them out for collection, experience of bins overflowing in the local neighbourhood, issues with the bin collection services, satisfaction with the size of the bins, the frequency of the collections, and what can be put in the bins, and overall satisfaction with the kerbside collection services.
- **Preferences for the kerbside collection services** – including the preference to upsize or increase the frequency of one of the bins, preferred option for the general rubbish bin, and the preferred option for the food and garden waste collection.
- Respondent feedback on Council's **three-bin initiative for public bins in high use areas**.
- **Compostable bags** – including whether respondents would be willing to receive a year's supply of compostable bags at an estimated cost of \$40 per year, and how frequently they would want the food and garden waste bin collected if they could put compostable bags in the bin.
- **Respondent profile** – including age, gender, language spoken at home, household disability status, number of residents, household structure, pet ownership, housing situation, dwelling type, and suburb of residence.

Methodology and response rate

Random telephone survey

The random survey was conducted this year as a telephone interview style survey of 500 residents drawn randomly from mobile and landlines telephone numbers within the City of Hobsons Bay, and comprised a total of 71 separate questions.



Due to the lockdowns and social distancing requirements in response to the COVID-19 pandemic, it was not possible to conduct the survey as a face-to-face, doorstop interview survey as would often be used for research of this type. Consequently, the survey was conducted as a telephone interview.

The surveying was all completed from 18th to the 24th of March 2021.

Surveys were conducted from 11am till 7pm weekdays, and 11am till 5pm on Saturdays and Sunday.

Several (up to approximately four) attempts were made to contact each randomly selected telephone number, to give the household multiple opportunities to participate in the research.

A total of 500 surveys were conducted from a random sample of 4,378 residential telephone numbers, including mostly mobile phone numbers but also including landlines where available.

The sample of residential telephone numbers was pre-weighted by precinct population, to ensure that each precinct contributed proportionally to the overall municipal results.

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result. This was necessary given the limitations of the telephone survey methodology in obtaining a sample that reflects the age structure of the underlying population.

Of the 8,407 telephone numbers, the following results were obtained:

- No answer - 2,897.
- Refused - 783.
- Call back another time - 198.
- Completed - 500.

This provides a response rate of 39%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated.

This is a very high response rate for a random-sample telephone survey, a result that reflects the importance the Hobsons Bay community places on the kerbside collection services.

The 95% confidence interval (margin of error) of these results is plus or minus 4.4% at the fifty percent level. In other words, if a yes / no question obtains a result of 50% yes, it is 95% certain that the true value of this result is within the range of 45.6% and 54.4%.

This is based on a total sample size of 500 respondents, and an underlying population of the City of Hobsons Bay of 98,189.

The 95% confidence interval (plus or minus) at the region level is Wetlands (7.7), Cherry Lake South (12), Cherry Lake North (9.9), Strand South (10), and Strand North (11).



Online survey

The online survey was open from the 22nd of March 2021 until the 25th of April 2021, with print-and-post surveys accepted by Council until the 31st of May 2021.

Council posted letters to all households and ratepayers, which included information on the survey in five languages other than English. The letters contained a unique access code to ensure that only one response was received per household. Council also promoted the survey in the Council newsletter and on social media.

Street surveys

In April 2021, Council staff visited 14 separate locations across all wards, including shopping hubs, dining strips, schools, public parks, and the foreshore. Staff randomly approached passers-by and invited them to provide feedback to a short, five-question survey. A total of 82 interactions were conducted.

Focus groups

Metropolis Research conducted three focus groups across the City of Hobsons Bay in April and May 2021, as follows:

- **Focus Group One (older residents)** – conducted on the 4th of May and was comprised of 10 older persons aged 65 years and over.
- **Focus Group Two (CALD community)** – conducted on the 14th of May and was comprised of nine participants from a English language class run at the Williamstown Community Education Centre.
- **Focus Group Three (young persons)** – conducted on the 15th of May, was comprised of 11 current students from years' 8, 10, and 12, as well as three past students, and conducted at Williamstown High School.

The focus groups ran for approximately one hour each, and covered satisfaction and issues with the current four-bin system, issues around compostable bags, and participants preferences for future services.

The participants for the focus groups were organised by officers of the City of Hobsons Bay.

Comparing the results of the random telephone / self-selecting online surveys

Hobsons Bay City Council has conducted two, identical surveys of residents to explore their views on the kerbside collection services.

The first was a random-sample telephone survey of 500 respondents drawn proportionally from across the five regions of the municipality.



The second was an open-access online survey open for completion by all residents and ratepayers of the City of Hobsons Bay comprising 5,182 respondents (of which many were partially completed).

The views of the respondents who were randomly selected to participate in the telephone survey are more reflective of the views of the underlying Hobsons Bay community than are the respondents who self-selected themselves to complete the open-access online survey.

This is true, even despite the much larger number of respondents.

The difference reflects the fact that residents had to make a conscious choice to log onto the Council website and complete the online survey, whereas for the residents approached to complete the random sample survey, they did not select themselves, and only had to passively agree to participate. This ensures that they are more reflective of the underlying community.

Residents who choose to take active steps to participate in the research online will have, on average, a stronger (and more negative) view about the issue at hand than those who agreed to participate in a random sample survey when approached. This effect is clear in these results when viewed side by side.

This is the strength of the statistically robust, random-sample research as compared to an open-access, self-selecting consultation such as the online survey.

There is a role for both sets of results in understanding the views of the Hobsons Bay community.

The random sample survey provides a statistically robust and reliable understanding of the views of the underlying Hobsons Bay community (including being fully weighted by suburb, age, and gender). The self-selected online survey respondents reflect the views of the subset of the Hobsons Bay community who are more actively engaged in the issues around waste and recycling services, particularly those who have a more negative view about these services.

This is a critical difference that must be considered when examining the real differences in results observed between the two sets of respondents.

Glossary of terms

Measurable and statistically significant

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e., the difference is statistically significant. This is because survey results are subject to a margin of error or an area of uncertainty.



Region

The results of this survey are presented at both the municipal, as well as a regional level.

The five regions referenced in this report are based on suburb and ward areas, as follows:

- **Wetlands** (162 respondents) – includes Altona Meadows, Laverton, and Seabrooke.
- **Cherry Lake South** (66 respondents) – includes Altona and Seaholme.
- **Cherry Lake North** (98 respondents) – includes Altona North and Brooklyn.
- **Strand South** (95 respondents) - includes Williamstown and Williamstown North
- **Strand North** (79 respondents) - includes Newport, South Kingsville, and Spotswood.

Significant result

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.

Somewhat / notable / marginal

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms, rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery.

These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight into the variation in community sentiment across the municipality or between groups within the community, or in changes in results over time.

95% confidence interval

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls.

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 4.4%.



Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results.

Metropolis Research has worked primarily with local government and developed these categories as a guide to satisfaction with the performance of local government across a wide range of service delivery and policy related areas of Council responsibility.

The scores presented in the report and are designed to give a general context about satisfaction with variables in this report, and are defined as follows:

- **Excellent** - scores of 7.75 and above are categorised as excellent.
- **Very good** - scores of 7.25 to less than 7.75 are categorised as very good.
- **Good** - scores of 6.5 to less than 7.25 are categorised as good.
- **Solid** - scores of 6 to less than 6.5 are categorised as solid.
- **Poor** - scores of 5.5 to less than 6 are categorised as poor.
- **Very Poor** - scores of 5 to less than 5.5 are categorised as very poor.
- **Extremely Poor** – scores of less than 5 are categorised as extremely poor.



New kerbside bin collection services

Reason why Council introduced the new kerbside collection system

Respondents were asked:

“Why do you think that Council introduced the new kerbside collection system?”

A little less than two-thirds (61.5%) of the random telephone and 85.9% of the online survey respondents provided a response to the question “why do you think that Council introduced the new kerbside collection system”.

The most common reasons why respondents believe that Council introduced the new kerbside collection system were to introduce a better recycling system (19.4% of the random telephone and 27.4% of the self-selected online survey respondents), to reduce waste and increase recycling / reduce cross-contamination (19.0% and 27.4%), to cut the costs of recycling / save money (4.2% and 8.7%), and to be greener / more environmentally sustainable (9.4% and 8.2%).

There were several other reasons suggested by a small number of respondents, including some negative perceptions of Council’s motives (such as increasing cost to residents or political motives), as well as other issues such as making residents be more accountable, issues with contractors, and other issues.

These results do suggest that many respondents believe that Council introduced the new system for reasonable goals such as efficiency, cost, and to improve environmental outcomes.



Reason why Council introduced the new kerbside collection system
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number and percent of total respondents)

Reason	Random		Online	
	Number	Percent	Number	Percent
Reduce waste / increase recycling	95	19.0%	1,421	27.4%
Better recycling system	97	19.4%	524	10.1%
To cut costs of recycling / save money	21	4.2%	449	8.7%
To be greener / environmentally sustainable	47	9.4%	424	8.2%
More efficiency and structure	10	2.0%	191	3.7%
To separate / sort waste better	0	0.0%	183	3.5%
State govt. directive / they had to	0	0.0%	158	3.0%
Because China stopped importing waste	8	1.6%	122	2.4%
To stop cross contamination	0	0.0%	86	1.7%
To make it easier for the centre / everybody	10	2.0%	73	1.4%
Residents separate rubbish / more accountable	5	1.0%	66	1.3%
Encourage recycling / better awareness	2	0.4%	59	1.1%
They want to annoy us / make our life difficult	3	0.6%	49	0.9%
Previous contract failed / contractor went bust	2	0.4%	46	0.9%
To increase rates / fees	4	0.8%	43	0.8%
Previous system was inefficient / inadequate	3	0.6%	43	0.8%
Being trendy / woke	2	0.4%	36	0.7%
To collect glass separately	0	0.0%	33	0.6%
Green ideology / acceptance by environmentalists	2	0.4%	30	0.6%
New contractor rules	0	0.0%	26	0.5%
Recycling crisis / problem	0	0.0%	24	0.5%
Demand / public outcry for better system	2	0.4%	4	0.1%
No place to dump rubbish / compost	2	0.4%	2	0.0%
Comments unrelated to the question	0	0.0%	314	6.1%
Other	21	4.2%	46	0.9%
Total responses	336		4,452	
<i>Respondents identifying at least one reason</i>	<i>308 (61.5%)</i>		<i>4,452 (85.9%)</i>	

There was relatively little meaningful variation in these results observed across the municipality, although it is noted that:

- **Strand North** – random sample telephone survey respondents were measurably more likely than average to believe Council introduced the new system because it was a better recycling system.



Reason why Council introduced the new kerbside collection system
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number and percent of total respondents)

Reason	Wetlands		Cherry Lake		Strand		Cherry Lake		Strand North	
	Random	Online	Random	Online	Random	Online	Random	Online	Random	Online
Reduce waste / increase recycling	22.3%	26.6%	18.2%	31.6%	10.6%	31.1%	25.5%	33.7%	16.6%	33.3%
Better recycling system	16.0%	12.0%	18.2%	11.3%	13.7%	11.0%	13.3%	11.2%	41.8%	11.3%
To cut costs of recycling / save money	2.5%	11.3%	9.1%	9.5%	2.1%	8.7%	3.1%	9.0%	6.3%	9.6%
To be greener / envir. sustainable	14.8%	10.0%	12.1%	8.2%	8.4%	8.4%	2.0%	9.5%	6.3%	8.4%
More efficiency and structure	0.6%	3.1%	4.5%	3.7%	1.1%	5.8%	4.1%	4.6%	1.3%	3.9%
To separate / sort waste better	0.0%	4.3%	0.0%	4.1%	0.0%	4.7%	0.0%	4.2%	0.0%	2.7%
State govt. directive / they had to	0.0%	2.8%	0.0%	3.2%	0.0%	4.0%	0.0%	3.3%	0.0%	3.4%
Because China stopped importing waste	1.9%	2.1%	1.5%	2.6%	3.2%	2.7%	1.0%	1.8%	0.0%	3.9%
To stop cross contamination	0.0%	1.2%	0.0%	1.8%	0.0%	3.0%	0.0%	0.7%	0.0%	2.5%
To make it easier for the centre / everybody	3.1%	2.3%	1.5%	1.3%	1.1%	1.2%	2.0%	2.0%	2.5%	0.7%
Residents separate rubbish / accountable	0.6%	1.6%	0.0%	1.7%	4.2%	1.7%	1.0%	0.9%	0.0%	1.2%
Encourage recycling / better awareness	0.6%	1.3%	1.5%	1.7%	1.1%	1.4%	0.0%	0.7%	0.0%	1.1%
They want to annoy us / make our life difficult	0.6%	1.5%	0.0%	0.5%	0.0%	1.0%	0.0%	0.9%	2.5%	0.9%
Previous contract failed / contractor went bust	0.6%	0.6%	0.0%	1.2%	1.1%	0.8%	0.0%	2.0%	0.0%	1.2%
To increase rates / fees	1.9%	1.2%	1.5%	0.8%	0.0%	0.5%	0.0%	1.3%	0.0%	0.8%
Previous system was inefficient / inadequate	0.0%	0.6%	0.0%	0.6%	0.0%	1.2%	2.0%	0.9%	1.3%	1.5%
Being trendy / woke	0.0%	0.8%	1.5%	1.2%	0.0%	0.5%	0.0%	1.3%	1.3%	0.6%
To collect glass separately	0.0%	0.9%	0.0%	0.9%	0.0%	0.8%	0.0%	0.4%	0.0%	0.4%
Green ideology / acceptance by environmentalists	0.0%	0.7%	0.0%	0.5%	2.1%	0.6%	0.0%	0.4%	0.0%	0.6%
New contractor rules	0.0%	0.4%	0.0%	0.6%	0.0%	0.6%	0.0%	0.7%	0.0%	0.6%
Recycling crisis/problem	0.0%	0.4%	0.0%	0.6%	0.0%	0.4%	0.0%	0.4%	0.0%	0.7%
Demand / public outcry for better system	0.6%	0.0%	1.5%	0.1%	0.0%	0.1%	0.0%	0.2%	0.0%	0.1%
No place to dump rubbish / compost	0.0%	0.1%	0.0%	0.0%	2.1%	0.0%	1.0%	0.0%	0.0%	0.1%
Comments unrelated to the question	0.0%	7.7%	0.0%	7.8%	0.0%	5.2%	0.0%	0.2%	0.0%	6.1%
Other	1.2%	1.1%	7.6%	1.3%	9.5%	0.9%	2.0%	1.1%	2.5%	0.2%
Total responses	108	1,061	50	755	56	920	56	433	64	913
<i>Respondents identifying at least one reason</i>	102 (63.0%)	1,061 (94.5%)	46 (68.5%)	755 (96.5%)	53 (55.6%)	920 (96.5%)	49 (50.2%)	433 (95.3%)	58 (73.8%)	913 (95.9%)



Council's top priority when designing the kerbside collection services

Respondents were asked:

“What do you believe should be Council's top priority when designing the kerbside collection services?”

Respondents were asked to nominate what they believe should be Council's top priority when designing the kerbside collection services.

477 of the 500 random telephone survey respondents and 4,298 of the 5,182 self-selected online survey respondents provided a response to this question.

Approximately half (50.7% and 49.6%) of respondents believed that Council's top priority should be “to minimise the environmental impacts of household waste”.

Approximately one-quarter (24.9% and 22.6%) of respondents believed Council's top priority should be “to collect household waste at the most cost-effective price to ratepayers” and a slightly smaller proportion (23.3% and 18.7%) believed Council's top priority should be “to maximise the convenience of kerbside collection services to the community”.

Only a handful of the random telephone survey respondents believed that Council should have a different top priority when designing the kerbside collection services, however, 9.1% of the online survey respondents believed Council should have a different priority.

Council's top priority when designing the kerbside collection services
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number and percent of respondents providing a response)

Response	Random		Online	
	Number	Percent	Number	Percent
To minimise the environmental impacts of household waste	242	50.7%	2,130	49.6%
To collect household waste at the most cost effective price to ratepayers	119	24.9%	972	22.6%
To maximise the convenience of kerbside collection services to the community	111	23.3%	805	18.7%
Other	5	1.0%	391	9.1%
Not stated	23		884	
Total	500	100%	5,182	100%

Whilst there was relatively little significant variation in these results observed across the five regions in both surveys, it is noted that:

- **Strand North** – respondents to both surveys were notably more likely than average to believe Council's top priority should be minimising environmental impacts of household waste.



- **Wetlands and Cherry Lake North** – respondents to the online survey were somewhat more likely than average to believe that Council’s top priority should be to collect waste at the most cost-effective price.

Council's top priority when designing the kerbside collection services
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number and percent of respondents providing a response)

Response	Wetlands		Cherry Lake South		Strand South		Cherry Lake North		Strand North	
	Random	Online	Random	Online	Random	Online	Random	Online	Random	Online
To minimise the environmental impacts of household waste	51%	39%	45%	51%	52%	56%	46%	41%	60%	59%
To collect household waste at the most cost effective price to ratepayers	26%	30%	28%	22%	27%	18%	24%	26%	18%	17%
To maximise the convenience of kerbside collection services to the community	20%	20%	27%	18%	21%	18%	30%	22%	21%	16%
Other	2%	10%	0%	8%	0%	8%	0%	11%	2%	8%
Not stated	8	9	3	2	0	3	7	0	6	5
Total	162	1,122	66	782	95	953	98	454	79	952

Recall reading about the new bin collection service

Respondents were asked:

“Of all the information available, which, if any, of the following do you recall reading about the new bin collection service?”

Almost all (94.8% and 94.4%) the respondents to both the random telephone and the online survey recalled reading about the new bin collection service from at least one of the seven methods included in the survey, at an average of two methods each for the random telephone survey and 2.5 methods each for the online survey respondents.

These results do suggest that almost all in the community read about the new bin collection service via at least one communication method.

The most common method by which respondents recall reading about the new bin collection service was via the booklet information pack delivered with the bins. A little more than half (57.6%) of the random telephone and almost four-fifths (79.1%) of the online survey respondents recall reading this information booklet.

It is noted that the online survey respondents were more likely than the randomly selected telephone survey respondents to recall having seen the Collection Calendar, whilst the randomly selected telephone survey respondents were more likely to have read about the new service via *In the Loop* / brochure.



Recall reading about the new bin collection service
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number and percent of total respondents)

Response	Random		Online	
	Number	Percent	Number	Percent
Booklet information pack delivered with the bins	288	57.6%	4,100	79.1%
In the Loop newsletter / brochure	157	31.4%	840	16.2%
Collection Calendar	133	26.6%	3,180	61.4%
Website FAQs	104	20.8%	985	19.0%
Council's social media posts	80	16.0%	715	13.8%
Postcards about contamination / recycling bin check program	76	15.2%	1,329	25.6%
Smartphone app	38	7.6%	902	17.4%
Other	n.a.	n.a.	137	2.6%
Total responses	876		12,188	
<i>Respondents identifying at least one method</i>	<i>474 (94.8%)</i>		<i>4,891 (94.4%)</i>	

Satisfaction with how well Council informed you of the changes to the service

Respondents were asked:

“On a scale of zero (very dissatisfied) to 10 (very satisfied), how satisfied are you with how well Council informed you of the changes to the new bin collection services last year?”

On average, the random telephone survey respondents rated their satisfaction with how well Council informed them of the changes to the service at 7.41 out of a potential 10, which is a “very good” level of satisfaction.

The self-selected online survey respondents reported a slightly lower average satisfaction with how well Council informed them of the changes, with an average score of 7.05, which is a “good” level of satisfaction.

A clear majority of respondents to both surveys were “very satisfied” (i.e., rated satisfaction at eight or more) with how well Council informed them of the changes, whilst 10.2% of the random telephone and 14.5% of the online survey respondents were “dissatisfied” (i.e., rated satisfaction at less than five).

Metropolis Research notes that this is a positive result that reflects well on how well Council informed the community of changes to this critical service to residents.

By way of comparison, Metropolis Research recorded satisfaction with local government’s “community consultation and engagement” across metropolitan Melbourne in January 2021 at 6.72 out of a potential 10. This comparison was sourced from *Governing Melbourne*, an independent survey of 600 respondents this year, drawn from across all 31 metropolitan Melbourne municipalities.



Satisfaction with being informed of the changes to the bin collection service
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number and percent of respondents providing a response)

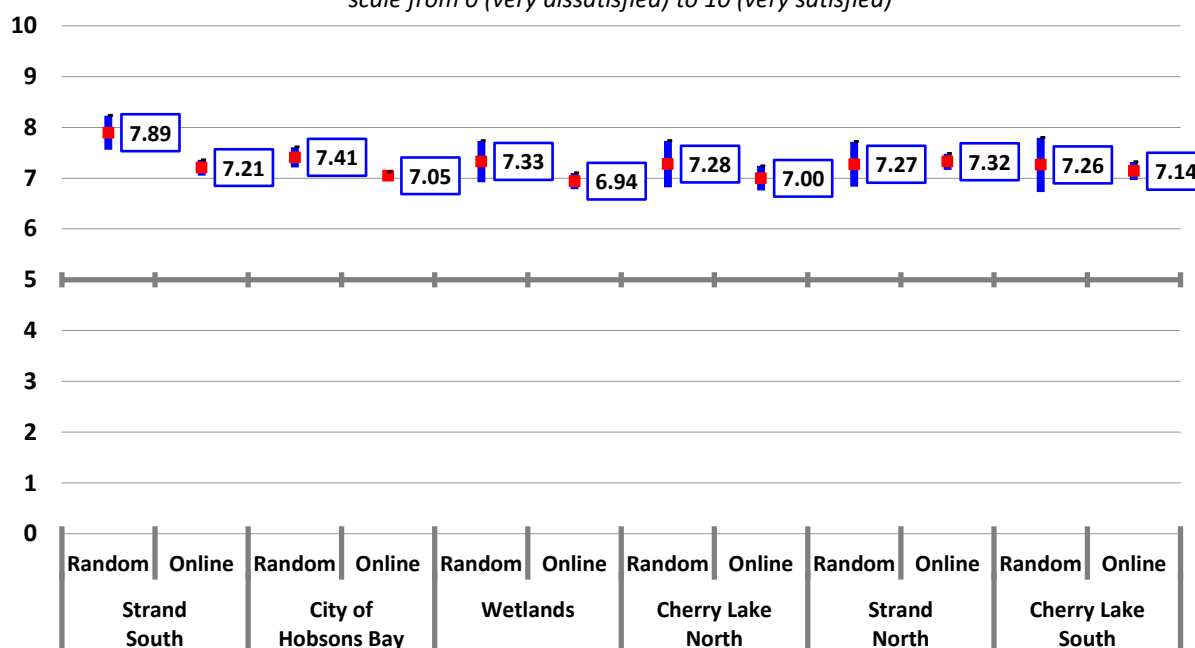
Response	Random		Online	
	Number	Percent	Number	Percent
Very satisfied (8 - 10)	299	60.9%	2,620	54.0%
Neutral to somewhat satisfied (5 - 7)	142	28.9%	1,528	31.5%
Dissatisfied (0 - 4)	50	10.2%	701	14.5%
Can't say / not stated	9		333	
Total	500	100%	5,182	100%
<i>Average satisfaction</i>	7.41		7.05	

There was measurable variation in the average satisfaction with how well Council informed respondents of the changes to the new bin collection services last year observed across the five regions, as follows:

- **Strand South** – random telephone survey respondents were measurably more satisfied than average and at an “excellent” rather than a “very good” level of satisfaction.

There was no significant variation in satisfaction with how well Council informed respondents of the changes to the bin collection services observed across the five regions for those completing the self-selected online survey.

Satisfaction with being informed of the changes to the bin collection service
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Reason for dissatisfaction with how well Council informed you of the service changes

The following table outlines the 49 verbatim responses received from the 50 respondents of the random telephone survey who were not satisfied with how well Council informed them of the changes to the service.

Of the 49 responses received, 34 were about the communication and consultation about the new system, whilst most of the remaining 15 responses were about concerns with the new system.

The most common reasons why these respondents were dissatisfied were a perception that they did not get notified or were not informed of the changes (11 responses), that the information was confusing or did not make sense (6 responses), and that there was no consultation, or they did not get a say in the new system (4 responses).

Reasons for rating being informed of the changes to the bin collection service less than 6 out of 10

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

(Number of total responses)

<i>Reason</i>	<i>Number</i>
<i>Comments on the information provided / consultation</i>	
Didn't get notified / not informed	11
Confusing information, made no sense, difficult to understand	6
No consultation / had no say	4
Calendar not handed prior to the beginning of year	1
Had to chase to get the collection calendar	1
Keep changing policy	1
Still had to go to the neighbours to understand and find out more	1
We didn't get anything we just heard through friends	1
We didn't receive the calendar this year	1
They haven't provided the calendar for this year	1
The information is vague	1
The pamphlet was a bit confusing	1
There was not much communication about the changes	1
Incorrect address shown on the map, took a while to get it correctly	1
Incorrect information was provided	1
Information isn't enough so we put the right thing in the bin	1
We weren't given a choice regarding the changes in the system	1
<i>Comments on the new system</i>	
The main garbage bin pick-up service is very less which leaves the bin overflowing	2
Bins are not collected properly	1
Couldn't see a reason for change in system	1
Food waste bin is not good	1



General rubbish could be picked more frequently	1
Irregularities	1
It is not that reliable	1
Neighbours always tell what's going on	1
Not clear, different types of plastics go where	1
Not happy	1
They don't collect the glass bin frequently	1
Too much government	1
We were given a small green waste bin; our main garbage bin is only collected fortnightly	1
Total	49

A total of 1,136 responses were received from the online survey respondents who were not satisfied with how well Council informed them of the changes to the bin collection services.

The most common responses related to a perception that there was little or no information or explanation or communication about the new system, or that there was no consultation with the community or consideration for the community's needs prior to introducing the new system.

Other issues raised by a significant number of respondents included a perception that there was insufficient notice of the changes, that the information was confusing or unclear.

Metropolis Research notes that there were 275 responses received from the online survey respondents that were unrelated to the issue of how well Council informed the community of the changes to the bin collection service. Many of these related to dissatisfaction with the introduction of the new system, as well as some negative feedback about Council, elected officials, and the state government.

Reasons for dissatisfaction with how well Council informed about the new system (online survey)
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number of total responses)

<i>Response</i>	<i>Number</i>
Little or no information / explanation / communication	201
No community consultation / consideration for community needs	171
Not enough notice / no prior notice given, need more time to transition	89
Confusing information, too complicated, difficult to understand	86
Unclear information on bin frequency and contents of bin / more info required	43
Incorrect or different calendar / information sent	38
Fine, ok, average, satisfied	37
Poor / ad hoc communication	27
Information received only when bins were delivered	22
Could have been better / clearer	20
Calendar / booklet not received or received very late	20
No information for new residents / renters	18
Slow, patchy communication	17
Need to use all channels, mail, electronic and social media to reach all	17
Vague / unclear information / not easy to access	16
Had to call Council for information / seek info ourselves	9



No follow up of inquiries or complaints / no help or support	8
Too much information / treated as junk and overlooked	6
Brochure / booklet confusing and inadequate	5
Plenty of info and pre warning	4
Hard to understand for non-English speakers	3
Not informed of extra costs for larger bin	3
Bin police over the top	1
Other comments unrelated to being informed of the new system	275
Total	1,136

Satisfaction with the delivery of the new bins

Respondents were asked:

“On a scale of zero (very dissatisfied) to 10 (very satisfied), how satisfied are you with the delivery of the new bins last year?”

On average, respondents were extremely satisfied with the physical delivery of the new bins last year, with an average satisfaction score of 8.07 out of a potential 10 for the random telephone survey respondents and only a marginally lower 7.79 for the self-selected online survey respondents.

Both results are categorised as being at an “excellent” level of satisfaction.

More than two-thirds (73.3% and 67.9%) of respondents were “very satisfied” with the physical delivery of the new bins, whilst 3.8% of the random telephone survey and 8.6% of the online survey respondents were dissatisfied.

Satisfaction with the physical delivery of the new bins
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number and percent of respondents providing a response)

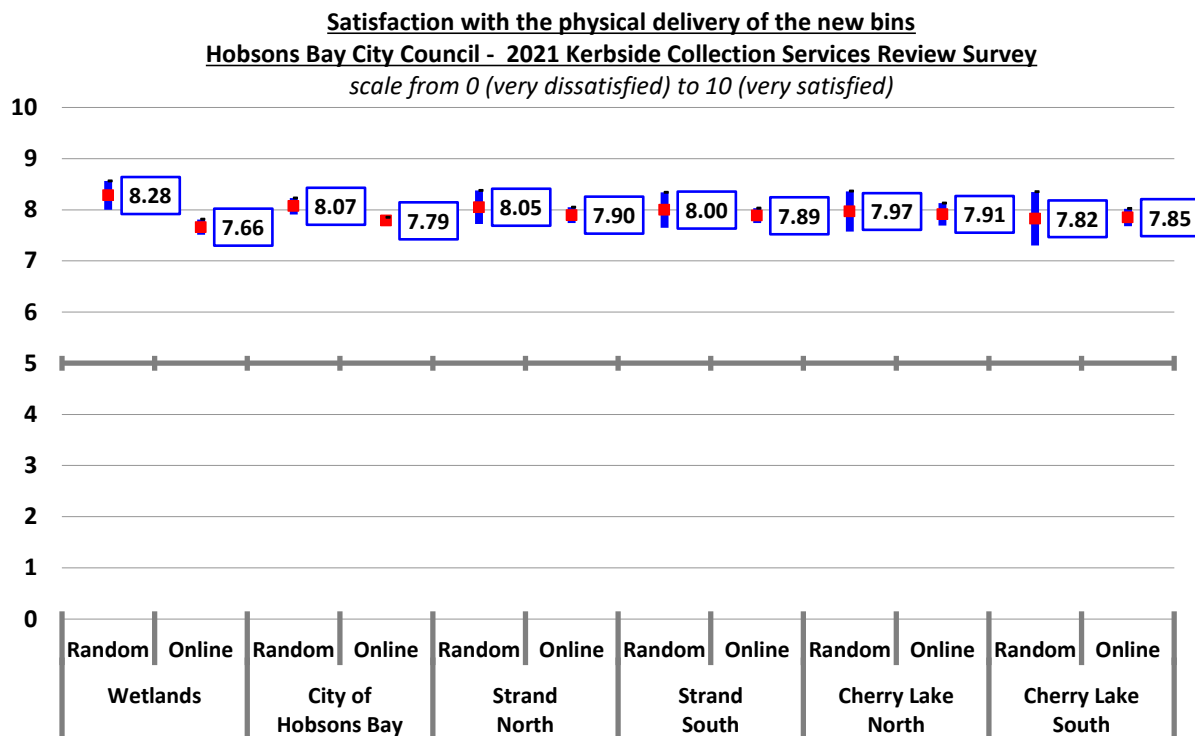
<i>Response</i>	<i>Random</i>		<i>Online</i>	
	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>
Very satisfied (8 - 10)	352	73.3%	3,223	67.9%
Neutral to somewhat satisfied (5 - 7)	110	22.9%	1,117	23.5%
Dissatisfied (0 - 4)	18	3.8%	410	8.6%
Can't say / not stated	20		432	
Total	500	100%	5,182	100%
<i>Average satisfaction</i>		<i>8.07</i>		<i>7.79</i>

There was no statistically significant variation in satisfaction with the delivery of the new bins observed across the five regions comprising the City of Hobsons Bay from respondents to both surveys.



It is noted, however, that the self-selected online survey respondents from the Wetlands region were marginally less satisfied than the municipal average and at a “very good” rather than an “excellent” level.

All the other results from both surveys across all five regions were rated as “excellent”.



Reason for dissatisfaction with the physical delivery of the new bins

A total of 19 responses were received from the 18 random telephone survey respondents who were not satisfied with the delivery of the new bins, as outlined in the following table.

Reasons for rating the physical delivery of the new bins less than 6 out of 10
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number of total responses)

<i>Reason</i>	<i>Number</i>
A different size and bin for the organic kitchen waste bin preferred	1
Because I do not use it	1
Did not know they were coming, just left	1
Had to ring up a couple of times, it went to other address. Very appalling	1
Handled very poorly	1
I had a small bin. It took a long time to get a large bin	1
It a bit long to be delivered	1
It's just dumping at same region	1
It's too slow	1
Large bin required for general rubbish	1



No consultation with the community	1
Reduced size	1
Still using old bins	1
They didn't take the old bins they were replacing	2
They started the system even before the bins were delivered	1
Waste of money, just saving their own money	1
Way too many bins	1
We didn't get one initially	1
Total	19

A total of 722 responses were received from respondents to the self-selected online survey who were not satisfied with the physical delivery of the new bins.

The most common concerns raised by respondents included that they believed that the new bins had not yet been delivered, that the delivery was ad hoc and chaotic, that the delivery was slow. There were also some respondents who were concerned that the bins were delivered prior to any information from Council about the new system.

More than half (404 of 722) of these responses were unrelated to the physical delivery of the new bins, with many reflecting respondents' dissatisfaction with the new system, as well as a range of other issues unrelated to the physical delivery of the new bins raised by respondents.

Reasons for dissatisfaction with the physical delivery of the new bins (online survey)

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

(Number of total responses)

<i>Response</i>	<i>Number</i>
Not yet delivered, still waiting for some or all bins	67
Ad hoc, chaotic delivery, bins everywhere, mix ups, wrong house	42
Slow delivery	39
Bin delivered, nothing good or bad	35
Ok / average service	27
Old bins not taken yet / confusion	19
Bins arrived prior to information	18
Bin delivery was on time, no problem	16
Poor delivery / roll out	15
Delivery date not specified	9
Had to ring Council to get it	9
Bins are lost / missing	7
Delivered late / at a different time	3
Damaged on arrival	3
Good delivery	3
Received extra bin / oversupply	2
Received wrong sized bin	2
Bins not numbered	1
Could have been better	1
Other comments unrelated to the physical delivery of the new bins	404
Total	722



Upsize and / or order additional bins

Respondents were asked:

“Do you know that you can upsize and / or order additional bins?”

498 of the 500 random telephone survey and 4,661 of the 5,182 online survey respondents provided a response to this question as to whether they were aware they residents can upsize their bins and / or order additional bins as part of the kerbside collection services.

A less than three-quarters (70.5%) of the random telephone survey respondents and 81.1% of the self-selected online survey respondents were aware that they could upsize bins and / or order additional bins.

A little less than one-third (30.9% and 25.0%) of respondents reported that they had upsized a bin or bins, whilst less than four percent (2.2% and 3.4%) had ordered an additional bin or bins.

Aware that you could upsize and / or order additional bins
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number and percent of respondents providing a response)

Response	Random		Online	
	Number	Percent	Number	Percent
Yes - I am aware and have upsized a bin or bins	154	30.9%	1,163	25.0%
Yes - I am aware and have an additional bin or bins	11	2.2%	157	3.4%
Yes - I am aware but have not upsized or ordered additional	186	37.3%	2,460	52.8%
No - I was not aware I could upsize / order additional bins	147	29.5%	881	18.9%
Not stated	2		521	
Total	500	100%	5,182	100%

There was some variation in the random sample telephone survey results observed across the five regions, as follows:

- **Wetlands** – respondents were somewhat more likely than average to have upsized a bin or bins.
- **Cherry Lake South and Cherry Lake North** – respondents were measurably more likely than average to be aware that they could upsize or order additional bins but have not done so.
- **Strand South** – respondents were measurably more likely than average to be unaware that they could upsize or order additional bins.

It is noted that there was no significant variation in the self-selected online survey results observed across the five regions.



Aware that you could upsize and / or order additional bins by region
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number and percent of respondents providing a response)

Response	Wetlands		Cherry Lake South		Strand South		Cherry Lake North		Strand North	
	Random	Online	Random	Online	Random	Online	Random	Online	Random	Online
Yes - I am aware and have upsized a bin or bins	38%	25%	27%	25%	31%	24%	23%	26%	31%	26%
Yes - I am aware and have an additional bin or bins	2%	3%	4%	4%	0%	3%	0%	3%	7%	4%
Yes - I am aware but have not upsized any bins or ordered additional	32%	52%	49%	53%	28%	58%	46%	52%	39%	53%
No - I was not aware I could upsize / order additional bins	28%	21%	21%	18%	41%	16%	31%	19%	24%	17%
Not stated	2	1	1	0	0	0	0	0	0	3
Total	162	1,122	66	782	95	953	98	454	79	952

Using the free COVID-19 rubbish bin upsize service

Respondents were asked:

“Are you currently using the free COVID-19 rubbish bin upsize service?”

Approximately one-sixth of respondents to both the random telephone and self-selected online surveys reported that they were using the free COVID-19 rubbish bin upsize service.

Using the free COVID-19 rubbish bin upsize service
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number and percent of respondents providing a response)

Response	Random		Online	
	Number	Percent	Number	Percent
Yes	92	18.5%	766	16.7%
No	404	81.5%	3,824	83.3%
Not stated	4		592	
Total	500	100%	5,182	100%

There was notable variation in the random sample survey result observed across the municipality, as follows:

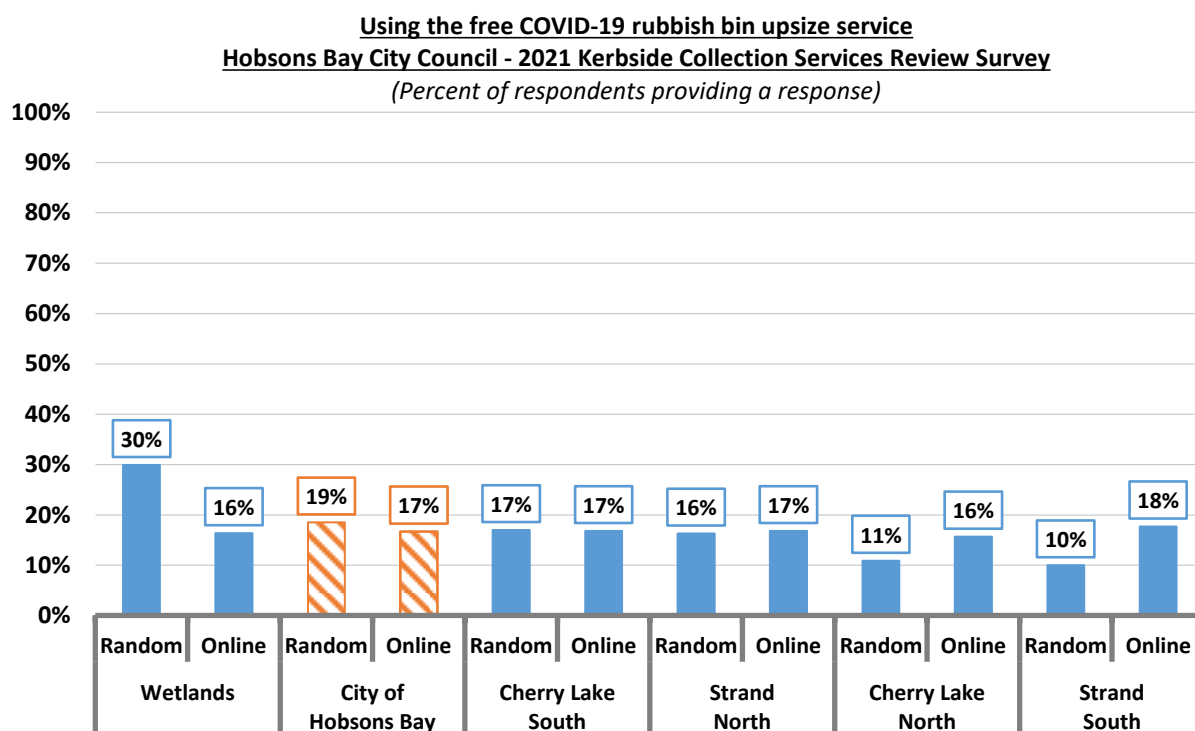
- **Wetlands** – respondents were measurably more likely than average to have used the free COVID-19 rubbish bin upsize service.



- **Cherry Lake North and Strand South** – respondents were notably, but not measurably less likely than average to have used this free service.

There was, however, not significant variation in the result observed across the municipality for the self-selected online survey respondents.

Taken together, these results suggest that the uptake of the free COVID-19 rubbish bin upsize service was relatively even across the municipality.



Use of the kerbside collection services

Frequency of putting each bin out for collection

Respondents were asked:

“How often do you typically put each bin out for collection?”

An average of 487 of the 500 of the random telephone survey respondents and an average of 4,597 of the 5,182 online survey respondents were able or willing to provide a response to this question asking how often the respondents typically put each bin out for collection.

There was significant variation in the results as to the frequency of putting the bins out for collection observed between the four collections.



Whilst the overwhelming majority (92.7% and 91.0%) of respondents reported that they typically put the general rubbish bin out for collection every time, this drops to 86.8% and 85.8% for the mixed recycling bin, drops again to 74.1% and 69.6% for the food and garden waste bin, and drops again to 47.8% and 44.8% for the glass recycling bin.

Apart from the glass recycling bin, at least 85% of respondents to both surveys reported that they put each bin out either every time or every second time.

It is noted that more than one-third (35.6% and 40.2%) of respondents reported that they put the glass recycling bin out either less often than every eight weeks, or they never put it out.

Frequency of putting each bin out for collection
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number and percent of respondents providing a response)

Response	General rubbish		Mixed recycling		Food and garden		Glass recycling	
	Random	Online	Random	Online	Random	Online	Random	Online
Every time	92.7%	91.0%	86.8%	85.8%	74.1%	69.6%	47.8%	44.8%
Every second time	6.9%	6.5%	10.8%	10.3%	17.7%	15.9%	17.5%	15.0%
Less often	0.4%	2.2%	2.4%	3.4%	7.6%	11.7%	29.0%	33.6%
Never	0.0%	0.3%	0.0%	0.4%	0.6%	2.8%	5.6%	6.6%
Can't say	10	562	8	561	14	580	21	635
Total	500	5,182	500	5,182	500	5,182	500	5,182

There was no significant variation in the frequency of putting the general rubbish bin out for collection based on the size of the bin.

The overwhelming majority of respondents to both surveys reported they put their general rubbish bin out for collection every time regardless of whether they had a small or a large bin.

This reinforces the fact that concerns around the frequency of collection of the general rubbish bin include concerns by many about the smell of the bin, rather than simply how full the bin is when they put it out.

Frequency of putting general rubbish bin out by size of bin
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number and percent of respondents providing a response)

Response	Random telephone		Online survey	
	Small	Large	Small	Large
Every time	93.7%	99.0%	89.6%	96.7%
Every second time	5.6%	1.0%	7.5%	2.5%
Less often	0.7%	0.0%	2.6%	0.7%
Never	0.0%	0.0%	0.4%	0.1%
Can't say	4	0	533	29
Total	301	132	4,242	940



There was no significant variation in the frequency of putting the general rubbish bin out for collection based on the size of the bin.

Around three-quarters of respondents to both surveys reported that they put the food and garden waste bin out every time regardless of whether they had a small or a large bin.

Frequency of putting FOGO bin out by bin size
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number and percent of respondents providing a response)

Response	Random telephone		Online survey	
	Small	Large	Small	Large
Every time	72.6%	72.5%	68.1%	81.5%
Every second time	15.5%	20.8%	16.1%	13.7%
Less often	11.2%	6.4%	12.6%	4.8%
Never	0.7%	0.4%	3.1%	0.0%
Can't say	1	2	551	29
Total	189	242	4,635	547

How full of each bin out for collection

Respondents were asked:

“Approximately how full are each of your bins each time you put them out for collection?”

An average of approximately 478 of the 500 telephone survey respondents and 4,535 of the 5,182 online survey respondents provided a response to this question as to how full the bin is each time it is put out for collection.

There was substantial variation in how full the various types of bins were when put out.

The overwhelming majority (85.9% and 83.5%) of respondents reported that their general rubbish bin was at least three-quarters full every time they put it out for collection.

It is noted that online survey respondents were significantly more likely than the random telephone survey respondents to report that their general rubbish bin was overflowing (26.5% for online and 15.2% for random).

A similar proportion of respondents reported that their mixed recycling bin was typically at least three-quarters full every time they put it out for collection, although only half as many reported that it was overflowing compared to the general rubbish bin.

Respondents, on average, reported that their food and garden waste bin was less full than the general rubbish or mixed recycling bins, with 32.7% of random telephone and 46.6% of online survey respondents reporting that the food and garden waste bin was typically no more than half full each time it was put out for collection.



There was some variation in the results for how full the glass recycling bin was each time it was put out for collection between the random telephone and the online survey respondents. Whilst 71.7% of random telephone survey respondents reported that the bin was less than half full each time it was put out for collection, only 27.6% of the online survey respondents reported that it was less than half full.

How full of each bin each time you put them out for collection
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number and percent of respondents providing a response)

Response	General rubbish		Mixed recycling		Food and garden		Glass recycling	
	Random	Online	Random	Online	Random	Online	Random	Online
Over flowing	15.2%	26.5%	7.6%	14.0%	4.4%	4.5%	1.3%	20.0%
Full	44.8%	38.8%	49.5%	45.5%	37.6%	25.6%	14.9%	27.3%
3/4 full	25.9%	18.2%	32.0%	27.2%	25.3%	23.3%	12.1%	25.3%
1/2 full	10.7%	11.1%	9.2%	11.2%	20.3%	23.0%	24.6%	13.4%
1/4 full	2.5%	3.9%	0.8%	1.5%	9.9%	15.0%	30.8%	10.5%
Almost empty	1.0%	1.5%	0.8%	0.7%	2.5%	8.6%	16.3%	3.4%
Can't say	13	583	13	590	26	690	45	727
Total	500	5,182	500	5,182	500	5,182	500	5,182

There was no substantial variation in how full the general rubbish bin is when respondents put it out for collection observed between respondents with a small or a large general rubbish bin.

A clear majority of respondents to both surveys reported that their general rubbish bin was full or overflowing every time they put it out for collection, regardless of whether they had a small or a large bin.

How full of general rubbish bin is when put out for collection by bin size
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number and percent of respondents providing a response)

Response	Random telephone		Online survey	
	Small	Large	Small	Large
Over flowing	14.8%	22.7%	26.2%	27.9%
Full	49.5%	53.3%	36.7%	47.1%
3/4 full	20.7%	16.6%	18.2%	18.3%
1/2 full	12.6%	4.7%	12.5%	5.4%
1/4 full	1.8%	0.0%	4.6%	0.9%
Almost empty	0.5%	2.7%	1.7%	0.4%
Can't say	6	1	551	32
Total	301	132	4,242	940



There was no substantial variation in how full the food and garden waste bin is when respondents put it out for collection observed between respondents with a small or a large general rubbish bin.

A clear majority of respondents to both surveys reported that the was three-quarters full to full every time they put it out, regardless of whether they had a small or a large bin.

How full the FOGO bin is each time it is put out for collection by bin size
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number and percent of respondents providing a response)

Response	Random telephone		Online survey	
	Small	Large	Small	Large
Over flowing	5.1%	5.1%	4.4%	5.0%
Full	33.3%	35.8%	24.6%	34.0%
3/4 full	27.8%	20.9%	22.3%	31.1%
1/2 full	16.5%	26.4%	23.7%	17.9%
1/4 full	13.3%	9.8%	15.7%	8.9%
Almost empty	3.9%	2.0%	9.3%	3.1%
Can't say	6	12	658	32
Total	189	242	4,635	547

Rubbish overflowing from bins around the neighbourhood

Respondents were asked:

“On rubbish bin collection night, have you observed rubbish overflowing from bins around the neighbourhood?”

A total of 465 of the 500 random telephone and 4,320 of the online survey respondents provided a response to this question as to whether they have observed rubbish overflowing from bins around the neighbourhood.

Approximately two-thirds (64.0%) of the random telephone survey respondents and three-quarters (76.2%) of the self-selected online survey respondents reported that they observed some or many bins overflowing around the neighbourhood on bin collection night.

This variation highlights the fact that the self-selected online survey respondents were clearly more engaged in concerns around waste and recycling issues in their neighbourhood than were the randomly selected telephone survey respondents.



Observed rubbish overflowing from bins around the neighbourhood
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number and percent of respondents providing a response)

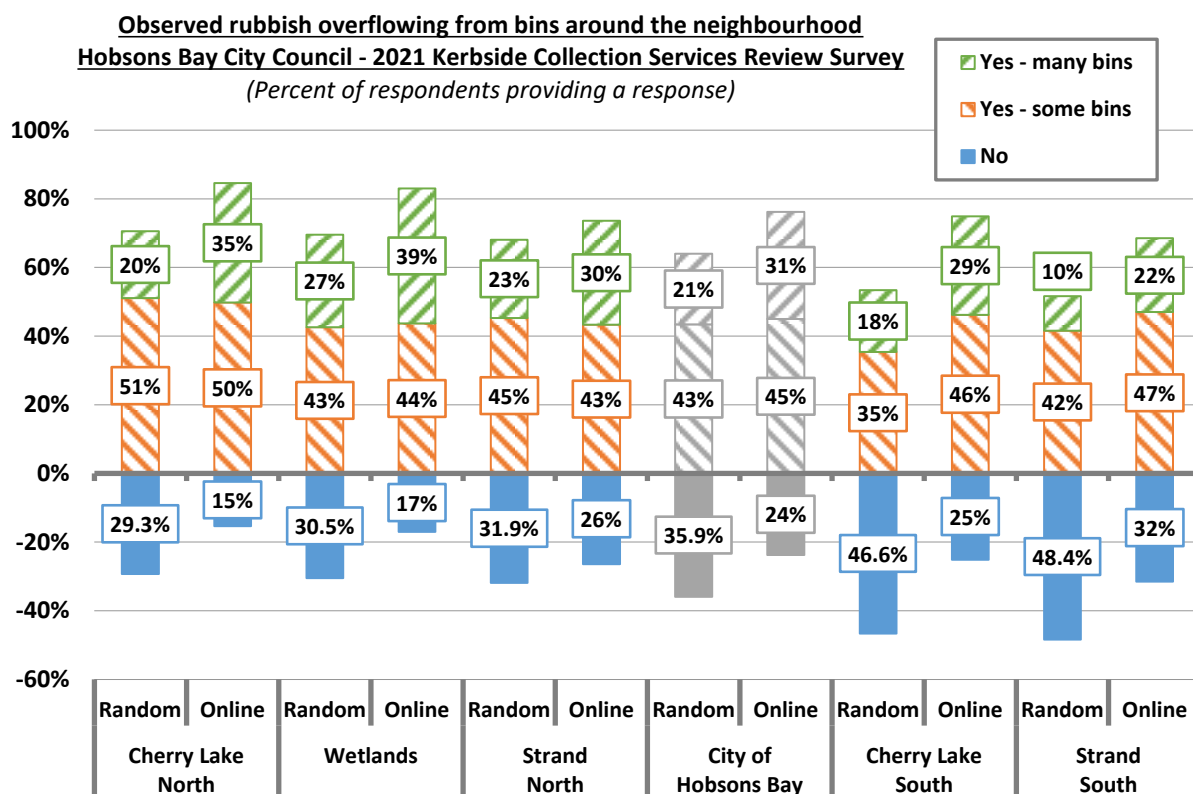
Response	Random		Online	
	Number	Percent	Number	Percent
Yes - many bins are overflowing	96	20.6%	1,349	31.2%
Yes - some bins are overflowing	202	43.4%	1,943	45.0%
No - most / all bins are not overflowing	167	35.9%	1,028	23.8%
Can't say / not sure / not stated	35		862	
Total	500	100%	5,182	100%

Consistent with the municipal results showing that the self-selected online survey respondents were notably more likely than the random telephone survey respondents to observe bins overflowing in their local neighbourhood on bin collection night, the same basic pattern is evident at the regional level, as outlined in the graph.

There was relatively little significant variation in the results from both surveys observed across the five regions, however the following is noted:

- **Cherry Lake North and Wetlands** – respondents from both surveys were somewhat more likely than the municipal average to observe bins overflowing on bin collection night.
- **Cherry Lake South and Strand South** – respondents from the random telephone survey were somewhat less likely than the municipality to observe bins overflowing on bin collection night.
- **Strand South** – respondents from the online survey were notably less likely than the municipal average to observe bins overflowing on bin collection night.





Experienced issues with bin collection services

Respondents were asked:

“In the last six months, have you experienced any issues with your bin collection services?”

A total of 490 of the 500 random telephone survey and 4,485 of the 5,182 self-selected online survey respondents were able to provide a response to this question, as to whether they had experienced any issues with their bin collection services.

It is noted that the self-selected online survey respondents were substantially more likely than the randomly selected telephone survey respondents to report that they had experienced issues with their bin collection services in the last six months (39.2% compared to 20.5%).

The variation in the proportion of respondents reporting that they had experienced issues with the bin collection services reflects the nature of the self-selection online survey.

Residents who were more concerned about the bin collection services (i.e., including those who felt that they had experienced issues with the services) were more likely to take the additional steps necessary to participate in the online survey, compared to the underlying population who are more accurately reflected in the results from the random telephone survey.



Experienced issues with your bin collection services in the last six months
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number and percent of respondents providing a response)

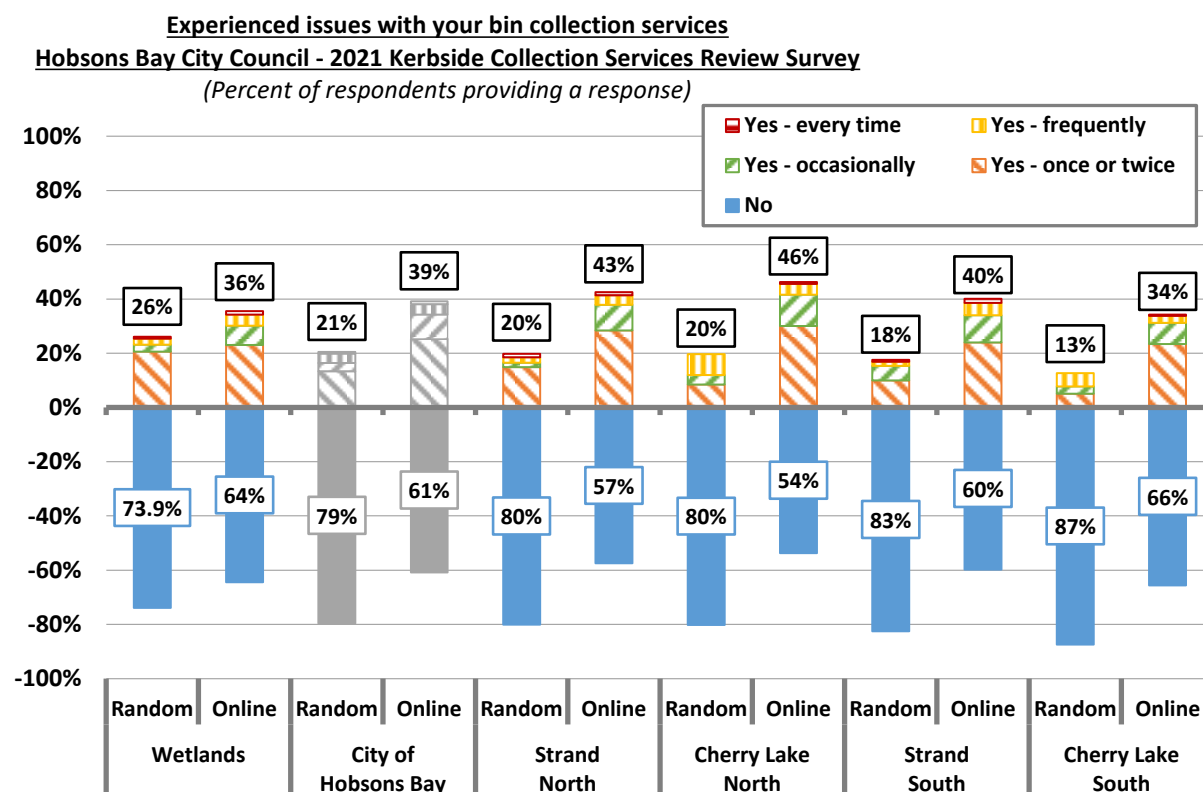
Response	Random		Online	
	Number	Percent	Number	Percent
Yes - every time	3	0.6%	48	1.1%
Yes - frequently	17	3.5%	170	3.8%
Yes - occasionally	15	3.1%	406	9.1%
Yes - once or twice	65	13.3%	1,129	25.2%
No	390	79.6%	2,732	60.9%
Can't say / not stated	10		697	
Total	500	100%	5,182	100%

There was no statistically significant variation in the proportion of respondents to the random telephone survey reporting that they had experienced issues with their bin collection services in the last six months across the five regions, although it is noted that:

- **Strand South and Cherry Lake South** – respondents were somewhat more likely than average to report that they had not experienced any bin collection issues in the last six months.

There was some variation in the proportion of respondents to both surveys reporting that they had experienced issues with their bin collection services in the last six months, as follows:

- **Strand North and Cherry Lake North** – respondents were somewhat more likely than average to report that they had experienced issues with their bin collection in the last six months.



Issues with bin collection services

Respondents who experienced any issues with bin collection services were asked:

“Please describe the issues you have had with your bin collection services?”

A total of 100 random telephone survey respondents and 1,753 self-selected online survey respondents reported having issues with their bin collection services, as outlined in the following summary tables.

- **General rubbish bin** - the most common issues was that the bin was not collected, with a little less than half of the respondents from both surveys nominating these issues. There were also a few comments relating to the handling of the bins, including bins being damaged, rubbish spilled, or that the bin was not completely emptied.
- **Mixed recycling bin** - the two main issues with the mixed recycling service were again related to the bins not being collected, as well as a perception that the bins were not emptied properly. It is noted that a significant number of the online survey respondents referred to a perception that other people were putting rubbish into their mixed recycling bin causing contamination or overflow. It is worth noting that none of the random sample telephone survey respondents reported this issue with the mixed recycling bin.
- **Food and garden waste bin** - the most common issues reported by respondents to both surveys related to bins not being collected. Other issues noted by a significant number of the self-selected online survey respondents related to the perception that bins were not emptied properly, and garbage was spilt, as well as smell from the food and garden waste bin.
- **Glass recycling bin** – the most common issues related to bins not being collected and a perception that broken glass being left behind, as well as a few comments about bins being broken.

Clearly the most common concerns around the bin collection services relate to a perception that some bins are missed or not collected, a perception that the contractors leave rubbish behind, and that there are bins broken or otherwise damaged.

There were a range of other issues raised by some respondents such as some confusion around what can go into each of the bins, concerns around the frequency and timing of collections, and non-collection due to contamination.



Issues that you have had with your general rubbish collection
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number and percent of total responses)

Issue	Random		Online	
	Number	Percent	Number	Percent
Missed / inconsistent times / delayed bin collection	22	40.0%	470	40.9%
Bin not emptied properly, garbage / glass strewn all over	3	5.5%	224	19.5%
Collection frequency	3	5.5%	76	6.6%
Bins overflowing / too heavy	2	3.6%	76	6.6%
Bins left on street / not put back properly / fallen over	4	7.3%	67	5.8%
Bin capacity / size	3	5.5%	62	5.4%
Bins damaged / broken / rough handling	5	9.1%	38	3.3%
Others putting rubbish in mine leading to contamination / overflow	0	0.0%	37	3.2%
Bins blocked by parked cars and not collected	4	7.3%	25	2.2%
Smelly / dirty / maggots / cockroaches	1	1.8%	20	1.7%
Attracting animals / birds / rats and other pests	1	1.8%	5	0.4%
Confusion about what goes in, which week to put out	3	5.5%	4	0.3%
Bin collection restrictions / rules	0	0.0%	1	0.1%
Non collection due to contamination / wrong items / bottle caps	0	0.0%	1	0.1%
Other	4	7.3%	42	3.7%
Not stated	45		605	
Total	100	100%	1,753	100%

Issues that you have had with your mixed recycling service
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number of total responses)

Issue	Random		Online	
	Number	Percent	Number	Percent
Missed / inconsistent times / delayed bin collection	11	55.0%	251	33.2%
Bin not emptied properly, garbage / glass strewn all over	2	10.0%	143	18.9%
Others putting rubbish in mine leading to contamination / overflow	0	0.0%	72	9.5%
Non collection due to contamination / wrong items / bottle caps	3	15.0%	59	7.8%
Bins overflowing / too heavy	0	0.0%	45	6.0%
Bins left on street / not put back properly / fallen over	0	0.0%	40	5.3%
Confusion about what goes in, which week to put out	1	5.0%	34	4.5%
Collection frequency	0	0.0%	21	2.8%
Bin collection restrictions / rules	1	5.0%	21	2.8%
Bins damaged / broken / rough handling	0	0.0%	16	2.1%
Bin capacity / size	2	10.0%	16	2.1%
Bins blocked by parked cars and not collected	0	0.0%	14	1.9%
Smelly / dirty / maggots / cockroaches	0	0.0%	2	0.3%
Other	0	0.0%	22	2.9%
Not stated	80		997	
Total	100	100%	1,753	100%



Issues that you have had with your food and garden waste service
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number of total responses)

Issue	Random		Online	
	Number	Percent	Number	Percent
Missed / inconsistent times / delayed bin collection	16	61.5%	281	37.4%
Bin not emptied properly, garbage / glass strewn all over	3	11.5%	153	20.3%
Smelly / dirty / maggots / cockroaches	1	3.8%	118	15.7%
Bins left on street / not put back properly / fallen over	1	3.8%	31	4.1%
Bins damaged / broken / rough handling	3	11.5%	25	3.3%
Bin capacity / size	2	7.7%	17	2.3%
Bins blocked by parked cars and not collected	0	0.0%	15	2.0%
Bins overflowing / too heavy	0	0.0%	12	1.6%
Others putting rubbish in mine leading to contamination / overflow	0	0.0%	11	1.5%
Bin collection restrictions / rules	0	0.0%	10	1.3%
Attracting animals / birds / rats and other pests	0	0.0%	9	1.2%
Collection frequency	0	0.0%	8	1.1%
Confusion about what goes in, which week to put out	0	0.0%	3	0.4%
Non collection due to contamination / wrong items / bottle caps	0	0.0%	3	0.4%
Other	0	0.0%	56	7.4%
Not stated	74		1,001	
Total	100	100%	1,753	100%

Issues that you have had with your glass recycling service
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number of total responses)

Issue	Random		Online	
	Number	Percent	Number	Percent
Bin not emptied properly, garbage / glass strewn all over	7	36.8%	230	38.3%
Missed / inconsistent times / delayed bin collection	5	26.3%	153	25.5%
Little / no usage	0	0.0%	63	10.5%
Too early / too noisy	0	0.0%	24	4.0%
Collection frequency	0	0.0%	15	2.5%
Bin capacity / size	1	5.3%	15	2.5%
Bins left on street / not put back properly / fallen over	0	0.0%	15	2.5%
Bin collection restrictions / rules	2	10.5%	13	2.2%
Bins overflowing / too heavy	0	0.0%	11	1.8%
Bins damaged / broken / rough handling	3	15.8%	11	1.8%
Confusion about what goes in, which week to put out	0	0.0%	10	1.7%
Bins blocked by parked cars and not collected	0	0.0%	7	1.2%
Others putting rubbish in mine leading to contamination / overflow	0	0.0%	2	0.3%
Non collection due to contamination / wrong items / bottle caps	0	0.0%	2	0.3%
Other	1	5.3%	29	4.8%
Not stated	81		1,153	
Total	100	100%	1,753	100%



Satisfaction with aspects of the kerbside collection services

Satisfaction with the size of each bin

Respondents were asked:

“On a scale of zero (very dissatisfied) to 10 (very satisfied), how satisfied are you with the following aspects of the general rubbish collection / mixed recycling collection / food and garden waste collection / glass recycling collection?”

An average of 486 of the 500 respondents to the random telephone survey and 4,524 of the 5,182 respondents to the online survey, provided a response to this set of questions asking respondents to rate their satisfaction with the size of the four bins of the kerbside collection.

Respondents to both surveys rated satisfaction with the size of the mixed recycling and glass recycling bins at “excellent” or nearly “excellent” levels. Only a relatively small proportion of respondents to either survey was dissatisfied with the size of these two bins.

There was, however, some notable variation observed in terms of satisfaction with the size of the general rubbish and food and garden waste bins observed between respondents to the two surveys.

- **General rubbish bin** – whilst the random telephone survey respondents rated satisfaction with the size of the general rubbish bin at a “good” level, the self-selected online survey respondents rated satisfaction with the size of this bin at a “extremely poor” level of just 4.97 out of 10. This is a significant difference, which highlights the nature of the online survey respondents being more concerned about the general rubbish bin.
- **Food and garden waste bin** – whilst the random telephone survey respondents rated satisfaction with the size of the FOGO bin at a “good” level, the self-selected online survey respondents rated satisfaction with the size of this bin at only a “solid” level.

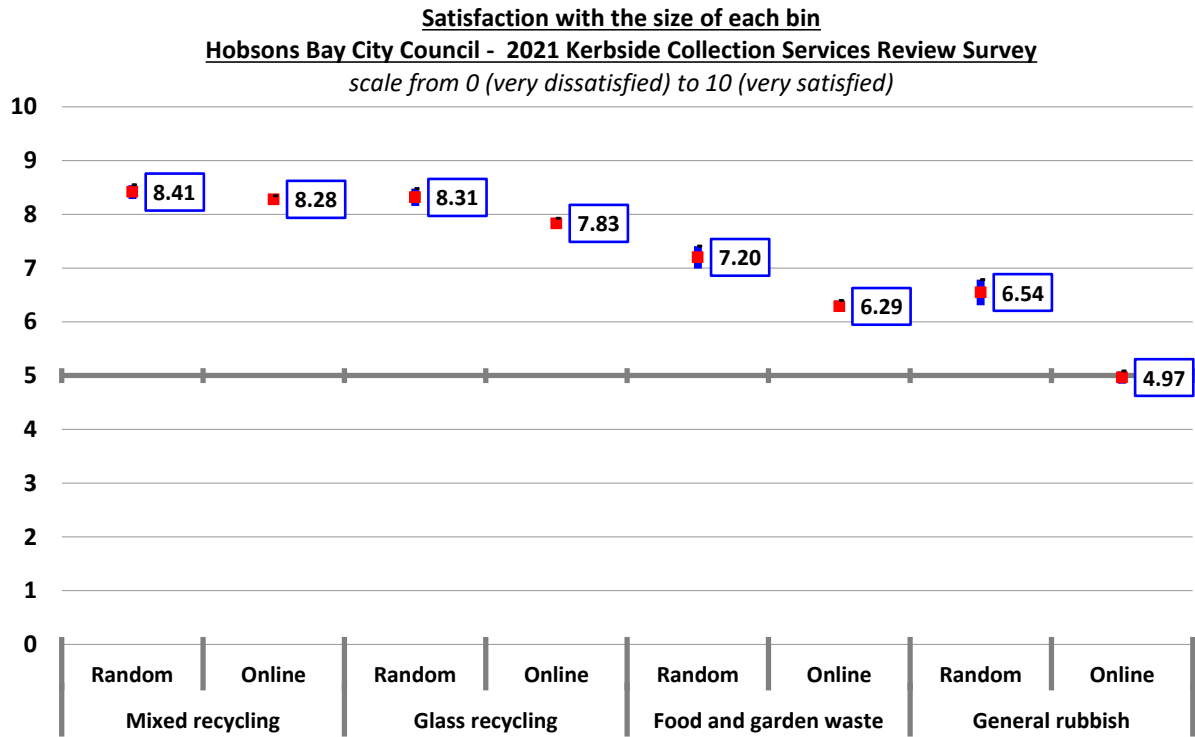
Satisfaction with the size of each bin

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

(Number and percent of respondents providing a response)

Response	General rubbish		Mixed recycling		Food and garden		Glass recycling	
	Random	Online	Random	Online	Random	Online	Random	Online
Very satisfied (8 - 10)	49%	36%	84%	75%	58%	46%	84%	69%
Neutral to somewhat satisfied (5 - 7)	25%	20%	13%	19%	27%	28%	12%	19%
Dissatisfied (0 - 4)	25%	45%	3%	6%	16%	25%	5%	12%
Can't say	7	731	8	768	13	623	30	780
Total	500	5,182	500	5,182	500	5,182	500	5,182
<i>Average satisfaction</i>	<i>6.54</i>	<i>4.97</i>	<i>8.41</i>	<i>8.28</i>	<i>7.20</i>	<i>6.29</i>	<i>8.31</i>	<i>7.74</i>





Preferred size of each bin

Respondents who were not satisfied with the bin size were asked:

“If less than 6, what size would you prefer?”

The respondents who rated satisfaction with the size any of the four bins at less than six out of 10, were asked if they preferred a smaller or a larger bin.

Whilst most respondents who were dissatisfied with the size of their general rubbish, food and garden waste, and mixed recycling bins preferred a larger bin, it is noted that 35.5% of random telephone survey and 66.1% of online survey respondents dissatisfied with the glass recycling bin preferred a smaller bin.

Preferred size of each bin

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

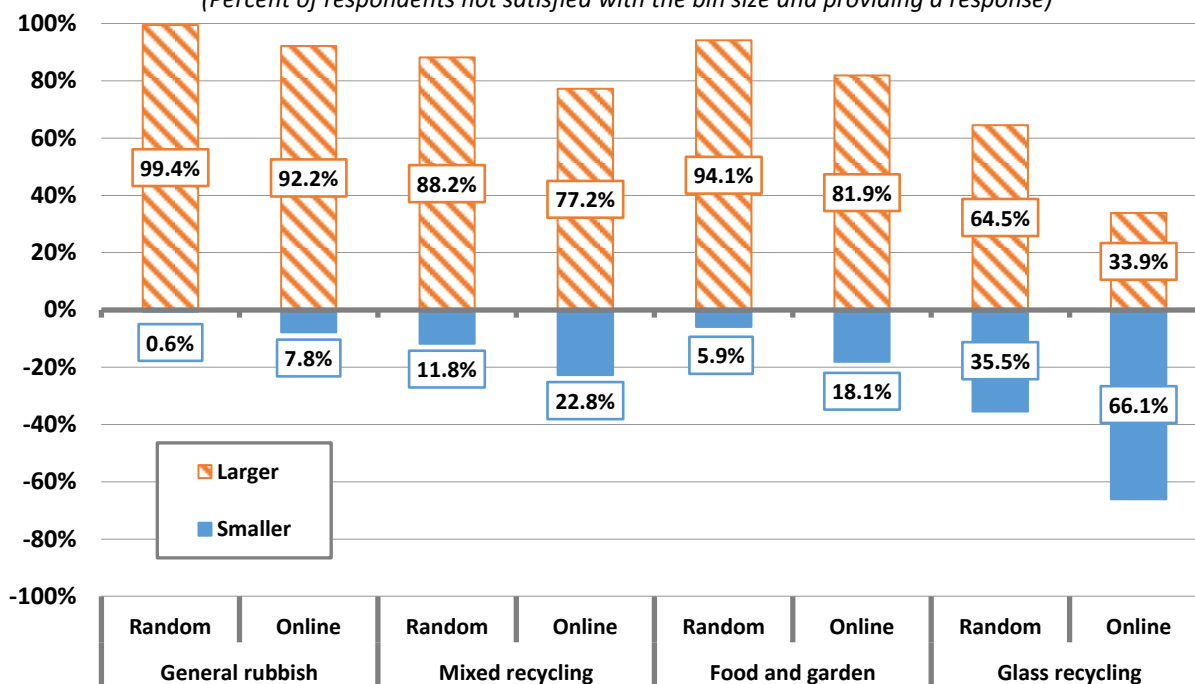
(Number and percent of respondents who were not satisfied with the bin size)

Response	General rubbish		Mixed recycling		Food and garden		Glass recycling	
	Random	Online	Random	Online	Random	Online	Random	Online
Smaller	0.6%	7.8%	11.8%	22.8%	5.9%	18.1%	35.5%	66.1%
Larger	99.4%	92.2%	88.2%	77.2%	94.1%	81.9%	64.5%	33.9%
Not stated	0	8	0	3	1	10	0	0
Total	169	2,420	17	616	103	1,886	31	961

Preferred size of each bin

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

(Percent of respondents not satisfied with the bin size and providing a response)



Satisfaction with the frequency of collection

Respondents were asked:

“On a scale of zero (very dissatisfied) to 10 (very satisfied), how satisfied are you with the following aspects of the general rubbish collection / mixed recycling collection / food and garden waste collection / glass recycling collection?”

An average of 485 of the 500 random telephone survey respondents and 4,458 of the 5,182 online survey respondents provided a response to this set of questions asking satisfaction with the frequency of the four bin collections.

Respondents to both surveys rated satisfaction with the frequency of collection of the food and garden waste bin at “excellent” levels.

Random telephone survey respondents also rated satisfaction with the frequency of collection of both the mixed recycling and the glass recycling bins at “excellent” levels, although the self-selected online survey respondents were measurably less satisfied and rated their satisfaction at “very good” levels.

Respondents to both surveys were measurably and significantly less satisfied with the frequency of collection of the general rubbish bin than they were with the frequency of collection of the three other collections. The random telephone survey respondents rated satisfaction at a “solid” level, whilst the self-selected online survey respondents were measurably and significantly less satisfied, and rated satisfaction at an “extremely poor” level of just 4.60 out of 10.

Whilst a little more than one-third (34%) of the online survey respondents were “very satisfied” (i.e., rated satisfaction at eight or more) with the frequency of collection of the general rubbish bin, it is one of the key findings of this research that half were “dissatisfied” (i.e., rated satisfaction at less than five).

Satisfaction with the frequency of each bin collection

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

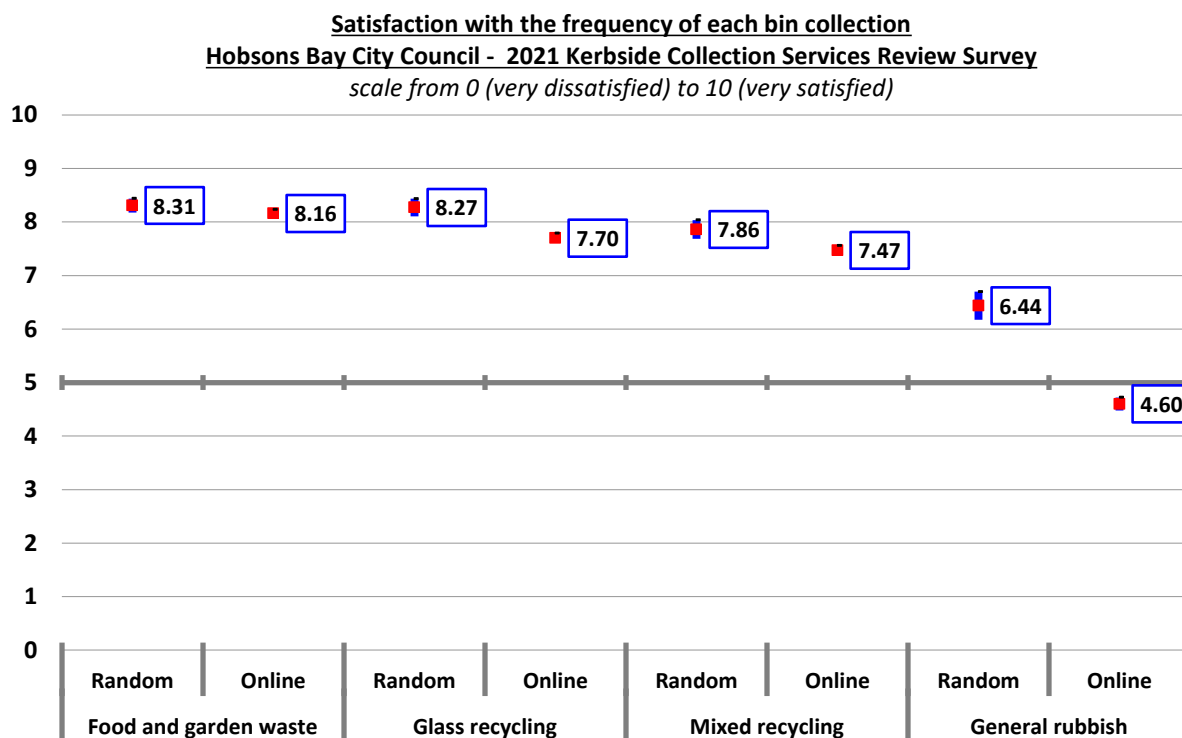
(Number and percent of respondents providing a response)

Response	General rubbish		Mixed recycling		Food and garden		Glass recycling	
	Random	Online	Random	Online	Random	Online	Random	Online
Very satisfied (8 - 10)	52%	34%	74%	64%	83%	73%	81%	67%
Neutral to somewhat satisfied (5 - 7)	19%	16%	16%	21%	14%	20%	13%	19%
Dissatisfied (0 - 4)	30%	50%	9%	15%	3%	7%	6%	13%
Can't say	4	723	5	769	14	623	37	780
Total	500	5,182	498	5,182	500	5,182	500	5,182
<i>Average satisfaction</i>	<i>6.44</i>	<i>4.60</i>	<i>7.86</i>	<i>7.47</i>	<i>8.31</i>	<i>8.16</i>	<i>8.27</i>	<i>7.70</i>



As discussed, it is one of the key findings of this research that the self-selected online survey respondents were, on average, extremely dissatisfied with the fortnightly collection of the general rubbish bin.

The randomly selected telephone survey respondents were also measurably less satisfied with the frequency of the collection of the general rubbish bin, although still at a “solid” level of satisfaction. Taken together, these results show that the Hobsons Bay community is, overall, only moderately satisfied with the fortnightly collection, but that there is a significant group in the community who are extremely dissatisfied with this aspect.



Preferred frequency of each bin collection

Respondents who were not satisfied with the frequency of collection were asked:

“If less than 6, how frequently would you prefer that it was collected?”

The respondents who were not satisfied with the frequency of each bin collection were asked their preferred frequency of collection.

Almost all the respondents who were not satisfied with the frequency of the general rubbish and mixed recycling collections preferred that these be collected weekly.

Of the 19 random telephone survey respondents who were not satisfied with the frequency of the food and garden waste collection, all 14 who provided a response to this question preferred that the collection be weekly.



Many of the self-selected online survey respondents appeared somewhat confused, however, and preferred that the food and garden waste bin be collected weekly. Most of the remainder preferred that it be collected fortnightly, although there were some who preferred collection more than once a week.

Most of the respondents who were not satisfied with the frequency of the glass recycling collection preferred that it be collected fortnightly.

Preferred frequency of each bin collection

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

(Number and percent of respondents who were not satisfied with the frequency of collection)

Response	General rubbish		Mixed recycling		Food and garden		Glass recycling	
	Random	Online	Random	Online	Random	Online	Random	Online
Weekly	99%	95%	100%	82%	n.a.	61%	16%	13%
Fortnightly	n.a.	3%	n.a.	14%	100%	24%	79%	51%
Monthly	1%	1%	0%	3%	0%	1%	0%	17%
Every quarter	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	5%	5%
Other	0%	1%	0%	1%	0%	5%	0%	9%
Do not use	0%	0%	0%	0%	0%	9%	0%	6%
Not stated	1	6	0	2	5	7	1	1
Total	168	2,589	61	1,071	19	810	39	1,047

Preferred frequency of collection if it was a 240L bin

Respondents were asked:

“If this was a 240L bin, how frequently would you prefer that it was collected?”

Respondents were asked how frequently they would like the general rubbish and food and garden waste bins collected, if they were large 240L, rather than small 120L bins.

Of the respondents providing a response to this question, approximately one-third preferred that a large 240L general rubbish bin be collected weekly, whilst the majority preferred a fortnightly collection.

Most of the respondents to both surveys preferred that a large 240L food and garden waste bin still be collected weekly.

Metropolis Research notes that up to approximately five percent of respondents to the online survey reported a preference for “other” collection schedules for the two bins. Most of these responses were, in fact, comments relating to their preference that they are not given more 240L bins.



There were, however, a handful of respondents to the online survey who preferred either a more frequent than weekly or a less frequent than monthly collection, however, these were very small numbers of respondents.

Preferred frequency of collection if it was a 240L bin
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number and percent of respondents providing a response)

Response	General rubbish		Food and garden	
	Random	Online	Random	Online
Weekly	34.5%	39.4%	53.0%	70.1%
Fortnightly	62.2%	49.4%	43.9%	22.2%
Monthly	3.3%	7.6%	3.2%	2.6%
Other	0.0%	3.5%	0.0%	5.1%
Not stated	13	740	26	651
Total	500	5,182	500	5,182

Reason for preferring weekly collection of a 240L bin

Respondents who preferred weekly collection of a 240L bin were asked:

“If weekly collection of a 240L bin is preferred, why would you need this bin collected weekly?”

The 168 random telephone survey and the 2,041 self-selected online survey respondents who preferred a weekly collection of a large 240L general rubbish bin were asked why they preferred a weekly collection.

The most common reasons why the random telephone survey respondents prefer a weekly collection of the large 240L general rubbish bin were that it fills up very quickly / they have a lot of rubbish and that it smells.

Reasons for preferring weekly collection of a 240L general rubbish bin (random survey)
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number of total responses)

Reason	Number
Fills up very quickly	26
It smells / stinks	22
A lot of rubbish / waste	15
Bigger family household generates a lot of rubbish and gets full quickly so needs to be taken weekly	10
Tends to smell if kept for a long time especially the nappies	9
It smells, need to clean it every time	6



It is always overflowing	5
Because of contents	4
Usually filled up then vermin come	2
Attracts bugs and insects	2
It stinks after 2 weeks and is unhealthy	2
Already have it	1
Fills up quickly and gets smelly because if certain types of waste such as meat packaging	1
Doing best to recycle. Not adequate	1
Health hazard	1
I use it a lot, there's a lot of food	1
It smells because of the household waste like the meat and fish and very unhealthy	1
Many things don't go in green bins	1
Rodents	1
That's the basic service the Council must provide	1
It is smelly. Has maggots. How can they expect meat and other household rubbish to be lying for 2 weeks	1

Total **113**

The self-selected online survey respondents provided similar reasons as to why they preferred the weekly collection of the general rubbish bin, even if it was 240L.

The most common responses related to the perception that the general rubbish bin smells when it is not collected on a weekly basis, with concerns around how quickly the bin fills up also being prominent in the results.

The perception that the bin attracts vermin when collected fortnightly is also commonly raised as an issue.

There were many respondents who specifically identified nappies as a concern.

Reasons for preferring weekly collection of a 240L general rubbish bin (online survey)
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number of total responses)

<i>Reason</i>	<i>Number</i>
Smelly	528
Lot of household rubbish, always full / overflowing	444
Family with children, lot of waste	183
Nappies	93
Ants, insects, maggots, flies, rats, birds, and other pests	92
Health and hygiene hazard	80
Two weeks too long for rubbish accumulation	67
Bins should be weekly, regardless of size	57
Both recycling and general waste is going into the bin	57
Pet waste	37
120 is too small	33
Too many restrictions	19



To avoid build-up / overflow	18
Need it due to current use and demand	16
Working from home generates more rubbish	16
Bins are overflowing everywhere	12
120 weekly	12
If you are away or forget, you miss collection for 4 weeks	9
Neighbours empty their rubbish in mine as theirs overflow	8
A full bin every fortnight is too heavy esp. for older people	7
To prevent illegal dumping	6
240 L weekly without extra charge	3
Confusion with bin collection times	3
Biodegradable not bags allowed / needs to be allowed	2
Old system was better / cleaner	1
Confusion with what goes in	1
Other comments unrelated to the preference for a weekly collection	104
Total	1,908

The 251 random telephone survey and the 3,633 self-selected online survey respondents who preferred a weekly collection of a large 240L food and garden waste bin, were asked why they preferred a weekly collection.

The overwhelming majority of the random telephone respondents who preferred a weekly collection of a large 240L food and garden waste bin did so because of the perception that the bin smells when collected less often.

Reasons for preferring weekly collection of a 240L food and garden waste bin (random survey)
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number of total responses)

<i>Reason</i>	<i>Number</i>
It gets smelly	51
The smell from decaying food is disgusting / bad	25
It smells due to green waste, rots	20
A lot of garden waste is produced	16
Because of the contents	12
Food waste. Gets a bit gross / dirty	5
Attracts insects	4
To avoid overflowing	4
Already have the big bin	3
Big family, large lawn so lots of garden and food waste	3
Fills quickly	3
Unhygienic	3
Bins get dirty	2
Can get filled quickly in summer	2
Flies around the bin	2
Need weekly	2



Too much rubbish	2
Use for food	2
Would not like to keep garbage for that long	2
Because of the compost and smell	1
Cause it attracts ants	1
Food scraps attract foxes	1
Food waste is a lot	1
Got a lot of trees	1
Helps dispose food waste	1
I fill it every week - no space for a fortnight of leaves	1
I got used to it	1
In summer days it's horrible	1
Pay for these services	1
Rots	1
Smelly and gets full of maggots	1
So, I would do more yard work, I must wait to schedule mowing	1
To prevent the decaying smell of food and waste and avoid bugs	1
Usually, full	1
Total	178

The online survey respondents who preferred a weekly collection of the food and garden waste bin also reiterated the same issues, with approximately half of the 3,645 responses directly related to concerns around a perceived smell from rotting and moldy food waste, with many focusing especially on the warmer weather times.

There were also a significant number of responses related to concerns about the amount of green waste produced, particularly those with a big garden.

Approximately 10% of the comments received were related to the perception that the food and garden waste bin attracts vermin and insect infestation when not collected on a weekly basis.

Reasons for preferring weekly collection of a 240L food and garden waste bin (online survey)

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

(Number of total responses)

<i>Reason</i>	<i>Number</i>
Smelly, rotting mouldy food waste, especially in warm weather	1,766
Big garden, a lot of green waste , gets full	789
Ants, insects, maggots, flies, rats, birds, and other pests	398
Health and hygiene hazard	137
Bins should be weekly	69
Already got a 240-litre bin	59
Food waste	42
Need it due to current use and demand	33



Biodegradable not bags allowed / needs to be allowed	31
Two weeks too long for rotting food and garden waste	31
120 is too small	28
Both food and garden waste is going into the bin	26
Big family, lot of food waste	19
Need to maintain large Council nature strip / trees	17
Food gets stuck at the bottom	11
To avoid build-up / overflow	10
Bins are overflowing, everywhere	8
A full bin every fortnight is too heavy esp. for older people	7
Saves organic waste going to landfill	7
120 weekly needed	2
Other responses unrelated to the preference for a weekly collection	155
Total	3,645

Satisfaction with what you can put in the bin

Respondents were asked:

“On a scale of zero (very dissatisfied) to 10 (very satisfied), how satisfied are you with the following aspects of the general rubbish collection / mixed recycling collection / food and garden waste collection / glass recycling collection?”

An average of 485 of the 500 random telephone respondents and an average of 4,456 of the 5,182 online survey respondents provided a response to this question about satisfaction with what can be put in each of the four bins.

Respondents to both surveys rated satisfaction with what can go in the glass recycling bin at “excellent” levels of more than eight out of 10.

The randomly selected telephone survey respondents also rated satisfaction with what can go in the general rubbish and the food and garden waste bins at “excellent” levels. The self-selected online survey respondents were also quite satisfied with what can go in these two bins, although they rated satisfaction at “very good” rather than “excellent” levels.

There was most concern evident in relation to what can go in the mixed recycling bins, with the random telephone survey respondents rating satisfaction at a “very good” level and the online survey respondents rating satisfaction at only a “solid” level.

It is important to note that, apart from the online survey respondents in relation to the mixed recycling, more than half of the respondents to both surveys were “very satisfied” (i.e., rated satisfaction at eight or more) with what can go in each of the four bins.

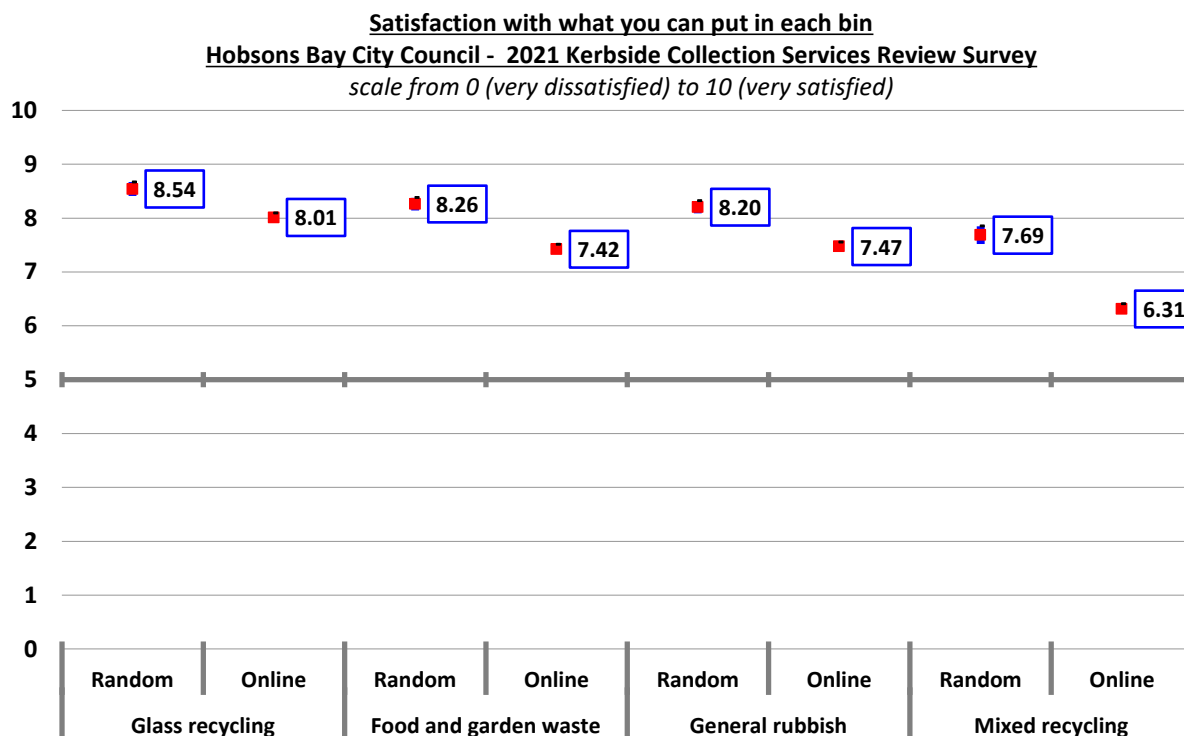
Attention is drawn to the fact that a little more than one-quarter of the self-selected online survey respondents were “dissatisfied” with what can go in the mixed recycling bin.



Satisfaction with what you can put in each bin
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number and percent of respondents providing a response)

Response	General rubbish		Mixed recycling		Food and garden		Glass recycling	
	Random	Online	Random	Online	Random	Online	Random	Online
Very satisfied (8 - 10)	78%	60%	67%	44%	78%	62%	84%	70%
Neutral to somewhat satisfied (5 - 7)	21%	29%	27%	29%	20%	24%	15%	21%
Dissatisfied (0 - 4)	1%	11%	7%	27%	2%	14%	2%	9%
Can't say	10	730	5	769	10	623	29	780
Total	500	5,182	500	5,182	500	5,182	500	5,182
<i>Average satisfaction</i>	8.20	7.47	7.69	6.31	8.26	7.42	8.54	8.01

As discussed above, most concern around what can go in each of the four bins was related to what can go in the mixed recycling bins, particularly from the online survey respondents.



Other waste you would like to put in the bin

Respondents who were not satisfied with what can put in the bin were asked:

“If less than 6, what else would you like to put in the bin?”

The following tables outline the responses from respondents who were not satisfied with what can go in each of the four bins (i.e., rated satisfaction at less than six), as to what they would want to put in those bins that they currently cannot.



General rubbish bin

The six random telephone survey respondents who were not satisfied with what they can put in the general rubbish bin provided responses as to what they would want to put in the bin, as outlined in the following table.

Other waste you would like to put in the general rubbish bin (random survey)
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number of total responses)

<i>Response</i>	<i>Number</i>
Because it is unnecessary, it is not our job to recycle	1
Because we must put stuff in it that we prefer to put in the recycle bin	1
Prefer to put some of it in the recycling	1
Too many exclusions like all tins	1
Would like to recycle more products like packaging which is currently going to the general rubbish bin	1
Total	5

A total of 910 responses were received from the online survey respondents in relation to what else they would want to put in the general rubbish bin.

The most common responses were focused on all general household rubbish, “anything / everything / as much as possible”, kitchen and food waste, e-waste, anything that can’t go in the other bins, and hard rubbish items.

Metropolis Research notes that a significant number of respondents to the online survey provided responses to this question that were not specifically answering this question. These included mostly comments about the need to reduce the amount of rubbish that is put in the general rubbish bin, some comments about the bin size and frequency of collection, as well as a small number of comments providing negative feedback about Council, Councillors, and the state government and state politicians.

Other waste you would like to put in the general rubbish bin (online survey)
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number of total responses)

<i>Response</i>	<i>Number</i>
General household rubbish / waste	107
Anything / everything / as much as possible	77
Kitchen / food waste / meat and bones in bags	57
e-waste	47
Anything that can't go in the other bins	40
Hard rubbish including "minor hard rubbish"	38
Non-recyclables	25
Construction materials	19



Plastics soft and hard	14
Bottles / broken glass	12
Chemical waste incl. paint tins	12
Fabric, clothing, cushions, blankets	11
Polystyrene	8
Excess garden waste / branches / firewood	7
Metal	6
Wood / furniture / timber	6
Aerosol cans	4
Paper / newspaper / cardboard	3
Oil	3
Recyclables	3
Animal droppings / cat litter	2
Ceramics	2
Nappies	2
Dead animals	2
Compostable bags / bin liners	1
Tea / coffee bags	1
Soil / dirt	1
Non-plastic waste	1
Other comments unrelated to what can go in the general rubbish bin	399
Total	910

Food and garden waste bin

The eight random telephone survey respondents who were not satisfied with what they can put in the food and garden waste bin provided nine responses as to what they would want to put in the bin, as outlined in the following table.

Other waste you would like to put in the food and garden waste bin (random survey)

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

(Number of total responses)

<i>Response</i>	<i>Number</i>
Biodegradable bags	1
Cannot put food waste because it'll rot	1
Compostable bags needed and smells	1
Do not like putting food waste into it	1
It is really disgusting, and there is maggot growing	1
It is a pain to having to separate many things	1
It is confusing what foods can be put in	1
Smells terrible. Too big for scraps	1
Still unclear and confusing	1
Total	9

A total of 899 responses were received from the online survey respondents who were not satisfied with what can go in the food and garden waste bin.



The most common responses as to what these respondents would like to put in the food and garden waste bin that they believe they cannot currently place in the bin includes animal droppings and cat litter, compostable bags and bin liners, tea and coffee bags, paper, newspaper, and cardboard.

There were also many responses from respondents saying that only garden waste and no food and other stuffs should be put in the bin. It is unclear whether these respondents are in fact directly answering this question or making a comment as to what they believe should be put in the food and garden waste bin.

Metropolis Research notes that there were 272 responses that appear not to be directly related to answering the question as to what they want to put in the food and garden waste bin that they cannot currently. These include mostly general comments unrelated to the question, including some negative comments on the new system, Council, and the state government.

Other waste you would like to put in the general rubbish bin (online survey)
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number of total responses)

<i>Response</i>	<i>Number</i>
Animal droppings / cat litter	122
Compostable bags / bin liners	92
Tea / coffee bags	44
Paper / newspaper / cardboard	42
Garden waste only, no food or other stuff	36
General household rubbish / waste	35
Kitchen / food waste / meat and bones	34
Garden waste / branches / firewood	31
Biodegradable / compostable materials	30
Wood / furniture / timber	25
Tissue / paper towels	23
Anything / everything / as much as possible	21
Soil / dirt	19
Construction materials	16
Paper / newspaper to wrap food waste	14
Contaminated paper like pizza boxes, food wraps	13
Plastics e.g., plastic bags, pots	11
Organic matter	4
Nappies	4
Dead animals	2
e-waste	2
Hair including pet	2
Hard waste	1
Cold ash	1
Clothing	1
Glass	1
Rubber mattress	1
Other comments unrelated to what can go in the general rubbish bin	272
Total	899



Glass recycling bin

The eight random telephone survey respondents who were not satisfied with what they can put in the glass recycling bin provided nine responses as to what they would want to put in the bin, as outlined in the following table.

Other waste you would like to put in the glass recycling bin (random survey)
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number of total responses)

<i>Response</i>	<i>Number</i>
I don't want the bin / not required	3
Can only put glass	1
Confusion regarding glass jars with food remains	1
Confusion regarding recycling perfume bottles made from glass	1
Don't know what to put	1
Glass breaks while being dumped	1
It's stupid would not need it at all	1
Total	9

A total of 981 responses received from the online survey respondents who were not satisfied with what can be put in the glass recycling bin.

The most common responses relate to a preference from many to be able to put all types of glass as well as broken glass into the glass recycling bin.

There were a small number of responses from respondents who wanted to be able to put items other than glass items into the glass recycling bin. This includes all recyclables, general waste, and most prominently 55 respondents wanted to be able to put bottle lids, tops, and caps into the glass recycling bin.

Metropolis Research also notes that there were 486 responses received from respondents that were not directly related to what they want to put in the glass recycling bin that they cannot currently. This includes approximately 122 responses relating to a perception that they either don't need this bin, that they don't have room for this bin, or a preference that they put glass recycling into the mixed recycling bin.

There were also a small number of comments included in the other comments related to negative feedback on the glass recycling bin, Council, and the state government.



Other waste you would like to put in the general rubbish bin (online survey)

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

(Number of total responses)

<i>Response</i>	<i>Number</i>
All classes of glass	163
Broken glass	79
Lids, tops, caps	55
Ceramics / crockery incl. broken plates, bowls, mugs etc	40
Water / wine glasses incl. coloured	19
Plastic / plastic bottles	18
Metal incl. metal bottle tops / caps / cans / tin	17
Perfume bottles	16
All recyclables	15
Bake ware / cookware / dishes	12
General waste	10
All bottles / jars	9
Glass storage containers	7
Window glass	7
e-waste	6
Mirrors incl. broken	4
Vase	4
Cardboard	3
Anything / things that can't put in yellow bin	2
Oil bottles	2
Paper	2
All breakable objects	1
wine carton inserts	1
Asbestos	1
Frosted glass	1
Vitamin / medicine bottles	1
Other comments unrelated to what can go in the glass recycling bin	486
Total	981

Mixed recycling bin

The 34 random telephone survey respondents who were not satisfied with what they can put in the food and garden waste bin provided 70 responses as to what they would want to put in the bin, as outlined in the following table.

The most common responses relate to a preference by some respondents to be able to put all types of plastic into the recycling.



Other waste you would like to put in the mixed recycling bin (random survey)

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

(Number of total responses)

<i>Response</i>	<i>Number</i>
We should be able to put more recyclables	8
Cartons / hard milk cartons / tetra packs	7
Confusing about what can or cannot be put in	7
All soft plastics	5
Lids / milk caps /bottle caps	4
Gets a little confusing with what to dispose with respect to the plastic numbers	3
Because some plastics can't go in there	2
Because there are less things able to put on recycling compared to before	2
Confusion regarding recycling certain types of plastic	2
Differences between packaging is confusing	2
Not able to recycle all the products	2
Time consuming to check the numbers and separate	2
It's restricted with what we can put	4
All plastic should be recyclable	1
Awfully hard to find out what plastics you can put in the bin	1
Because they made it difficult, not our job to recycle	1
Cardboard	1
Confusion regarding recycling certain types of plastic, better with glass being included to avoided smashing	1
Foam	1
I think it's too strict - the numbers and everything	1
Increasing plastic types	1
It's too much sorting	1
Literature / information given is confusing and too broad	1
Packaging	1
Prefer glass also in the yellow bin	1
Putting the sticker doesn't clarify what should go in the bin, they should tell what shouldn't go specifically in the bin	1
Recycling only 1, 2 and 5. It would be good to expand other numbers from 1-9	1
So many things aren't recyclable, and you cannot put it there, hence the rubbish bin is full always	1
Soft plastics. Maybe a different bin for that	1
The rules are changing and confusing	1
There are certain plastics we can't recycle now but previously we could, I want to recycle all plastic - especially the PET trays	1
Unlabelled items are a little confusing	1
We are just conforming to what we have been asked	1
Total	70

A total of 2,426 responses were received from the online survey respondents who were not satisfied with what can go in the food and garden waste bin.

The most common responses relate to a preference by many respondents to be able to put all types of plastic (including soft plastics) into the mixed recycling bin.



There were a wide range of comments received in relation to this preference, including some that were implying that they were able to put all types of plastic into the recycling in the past and they don't understand why Council is choosing to recycle less rather than more plastics.

There were a wide range of other items that some of the online respondents would prefer to be able to put in the mixed recycling bin, including waxed cardboard and paper such as tetra packs and coffee cups, bottles and jars, and polystyrene and styrofoam.

Metropolis Research notes that there were 326 responses that appear not to be directly related to answering the question as to what they want to put in the mixed recycling bin that they cannot currently. These include mostly general comments unrelated to the question, including some negative comments on the new system, Council, and the state government.

Other waste you would like to put in the general rubbish bin (online survey)
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number of total responses)

<i>Response</i>	<i>Number</i>
All / any plastics including hard and soft	534
All range of plastics 1 - 8 / more variety / other plastics	334
All recyclables / or with recycle symbol	260
Waxed cardboard / paper including tetra, UHT, cartons	245
Bottles / jars / glass	168
Lids, tops, tags	151
Fruit / vegetable / food trays, punnets, containers	61
Polystyrene / Styrofoam / PVC	55
Metal / tin	38
Cardboard / boxes	35
e-waste	32
Paper / paper bags	32
What we could put in recycle before	39
Aerosol cans	31
All packaging incl. food	27
Meat trays	15
Coffee cups /pods	11
Clothing, textile	5
Foil	5
Tissue / paper towels	4
Bread bags	3
Wood / timber	3
Building / renovation materials	2
Corks	2
Paint tins / chemical	2
All other items that cannot go in the green bin	1
Animal droppings / cat litter	1
Car parts	1
Hard rubbish	1
Oil containers	1
Rubber	1
Other comments unrelated to what can go in the mixed recycling bin	326
Total	2,426



Overall satisfaction with kerbside collection services

Respondents were asked:

“On a scale of zero (very dissatisfied) to 10 (very satisfied), how satisfied are you overall with the Hobsons Bay City Council kerbside collection services?”

All 500 respondents from the random telephone survey and 4,372 of the 5,182 respondents from the online survey provided a response to this question asking their overall satisfaction with Hobson Bay City Council’s kerbside collection services.

The average satisfaction with the kerbside collection services was 7.48 out of a potential 10, or a “very good” level of satisfaction by the random telephone survey respondents, and a measurably lower 6.75 from the self-selected online survey respondents.

By way of comparison, Metropolis Research recorded average satisfaction with the “regular garbage collection” (8.52), the “regular recycling” (8.32), and “green waste collection” (7.96) across all 31 metropolitan Melbourne municipalities, in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021. The average of these three results was 8.36.

Metropolis Research notes that municipalities that provide a fortnightly garbage collection tend to record measurably lower satisfaction with the service than those providing a weekly garbage collection service. This is particularly the case when the change is first made and then it tends to improve over time. Typically, municipalities providing a fortnightly garbage collection service record satisfaction with that service at approximately eight out of 10.

Metropolis Research also conducted the *Annual Community Satisfaction Survey* for the City of Hobsons Bay over the period 2014 to 2016 and recorded average satisfaction for the general rubbish (8.72) , regular recycling (8.55), and green waste collection (8.55). Taken together, these average at 8.61.

These results strongly suggest that satisfaction with Council’s kerbside collection services has fallen by approximately 13.1% from the most recently available comparison results from the *Annual Community Satisfaction Survey*.

Overall satisfaction with kerbside collection services
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number and percent of respondents providing a response)

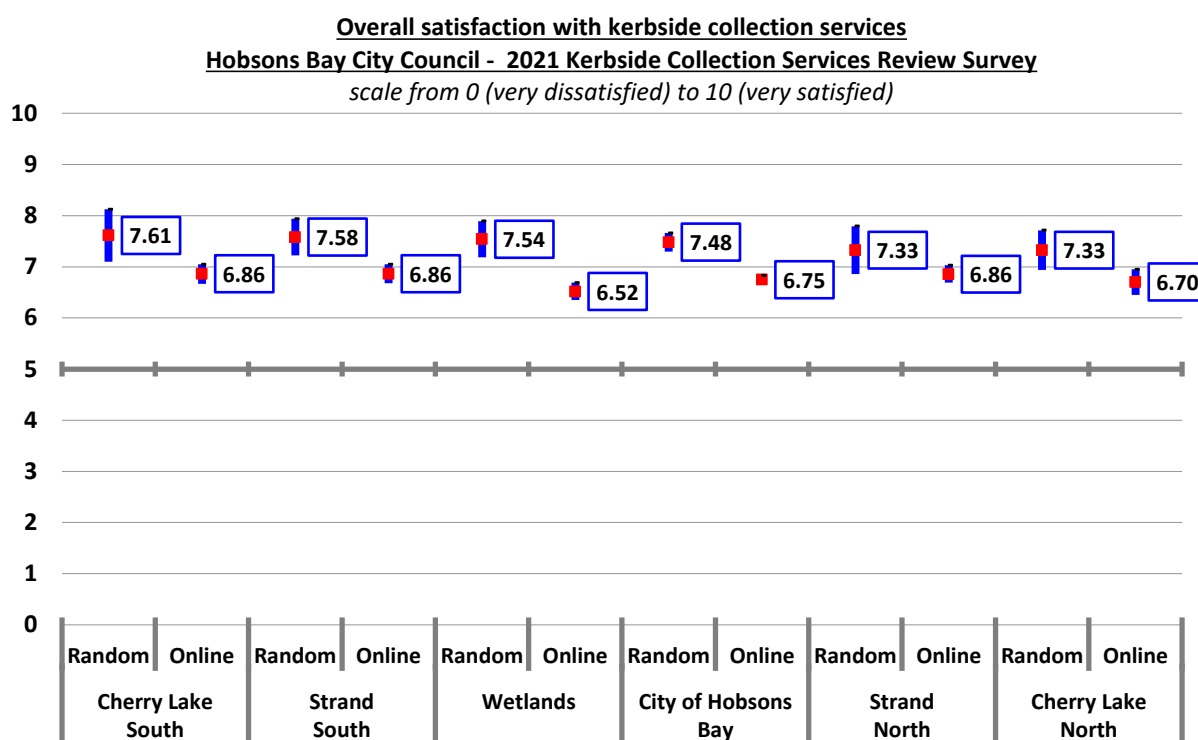
Response	Random		Online	
	Number	Percent	Number	Percent
Very satisfied (8 - 10)	325	65.0%	2,215	50.7%
Neutral to somewhat satisfied (5 - 7)	128	25.6%	1,308	29.9%
Dissatisfied (0 - 4)	47	9.4%	849	19.4%
Can't say	0		810	
Total	500	100%	5,182	100%
<i>Average satisfaction</i>		7.48		6.75



Overall satisfaction by region of residence

There was no statistically significant or meaningful variation in overall satisfaction with Council’s kerbside collection services observed across the five regions comprising the City of Hobsons Bay.

Random sample telephone survey respondents from all five regions rated their overall satisfaction with the kerbside collection services at “very good” levels, whilst the self-selected online survey respondents from all five regions rated their overall satisfaction at “good” levels.



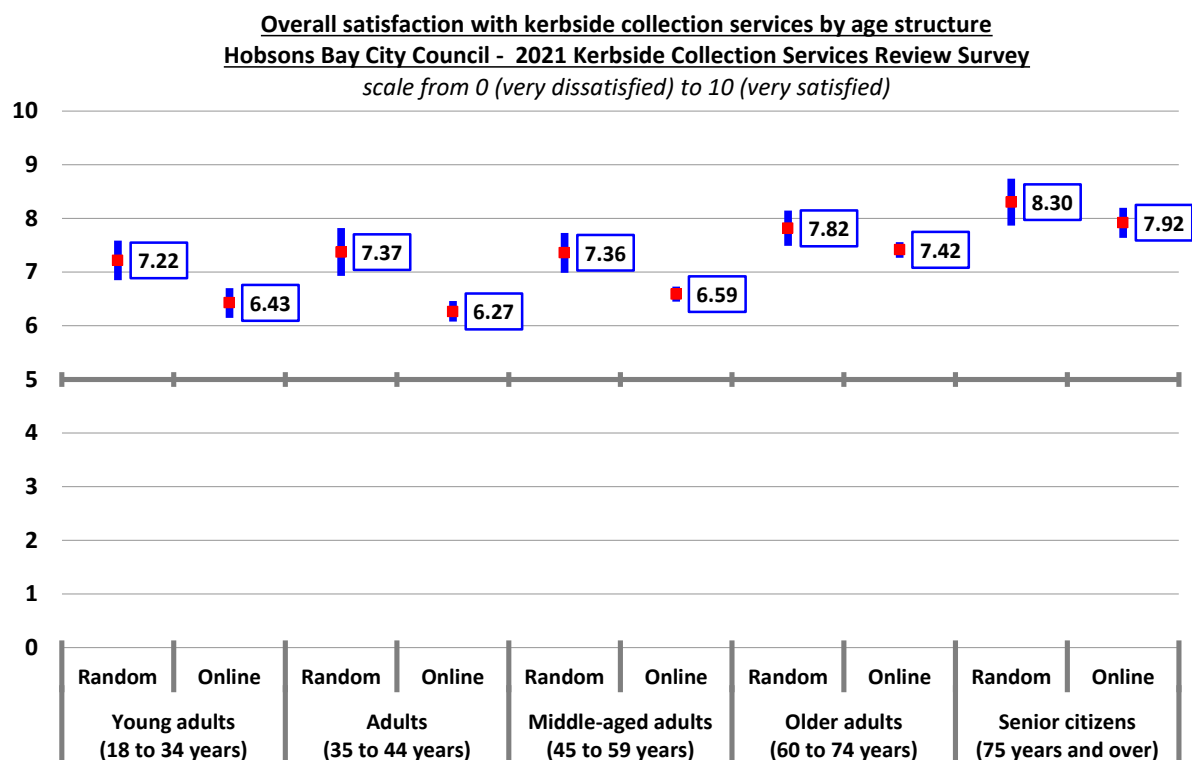
Overall satisfaction by age structure

Consistent with results reported throughout this report, the self-selected online survey respondents (from all the following respondent profile results) were notably and often measurably less satisfied than the randomly selected respondents from each group.

There was some variation in overall satisfaction with the kerbside collection services observed by the respondents’ age structure, as outlined in the following graph.

Overall satisfaction with the kerbside collection services tended to rise with the respondents’ age, with older adults and senior citizens (aged 60 years and over) substantially more satisfied on average than younger respondents.





Overall satisfaction by gender, disability status, and pet ownership

There was no statistically significant variation in overall satisfaction with Council’s kerbside collection services observed between male and female respondents. This is true both for the randomly selected telephone survey, as well as the self-selected online survey respondents.

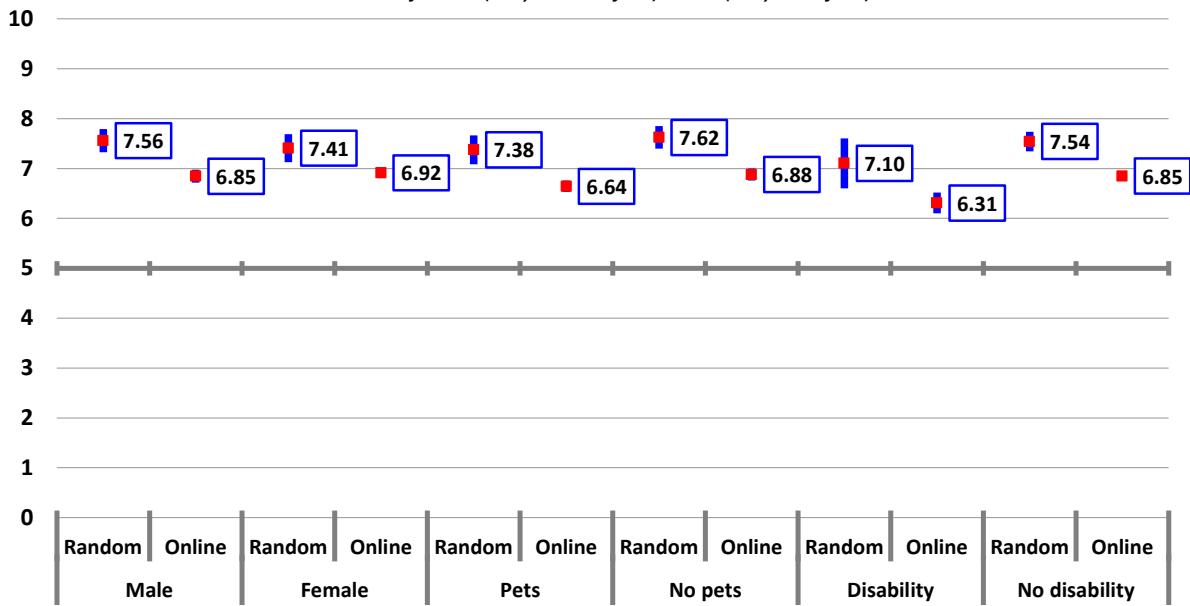
Respondents to both surveys from households with at least one pet dog or cat were marginally but not significantly less satisfied than respondents from households that did not have a pet dog or cat.

Respondents to both surveys from households with a member with a disability or long-term medical condition were notably less satisfied overall with Council’s kerbside collection services than respondents from households that did not have a member with a disability or long-term medical condition.

This variation was particularly strong for respondents from the online survey, where the variation was statistically significant at the 95% confidence level.



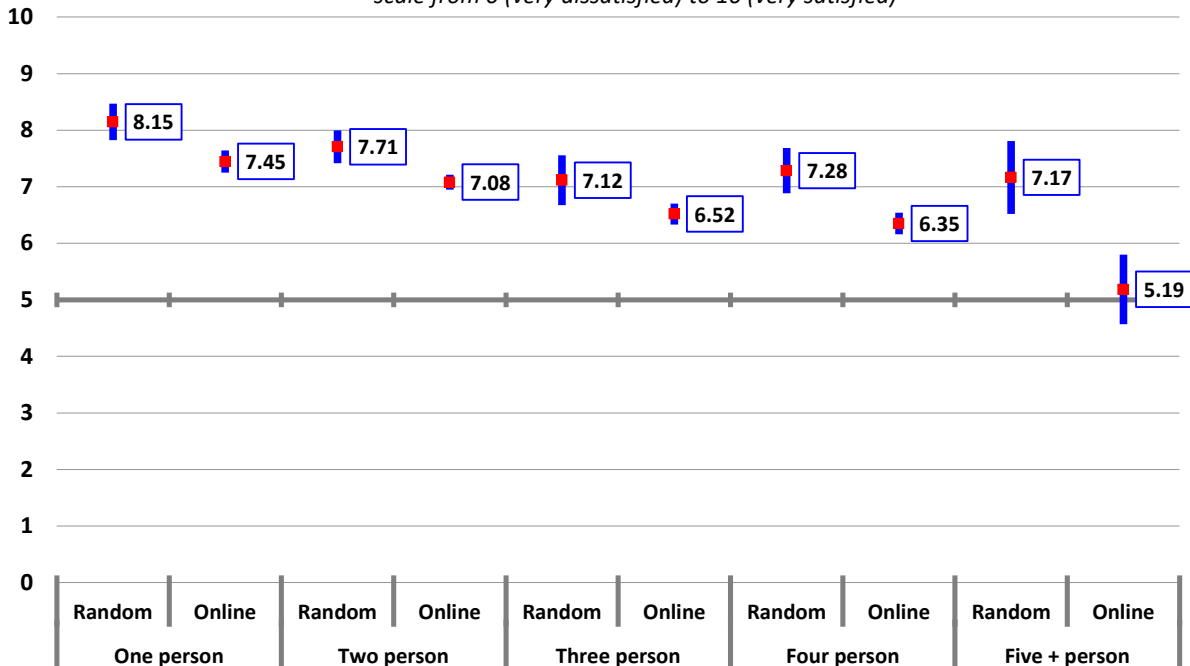
Overall satisfaction with kerbside collection services by profile
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Overall satisfaction by household size

There was a strong inverse relationship between the number of persons in the respondents' household and their overall satisfaction with Council's kerbside collection services. This result holds true both for the randomly selected telephone survey respondents as well as the self-selected online survey respondents.

Overall satisfaction with kerbside collection services by household size
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Overall satisfaction by household structure

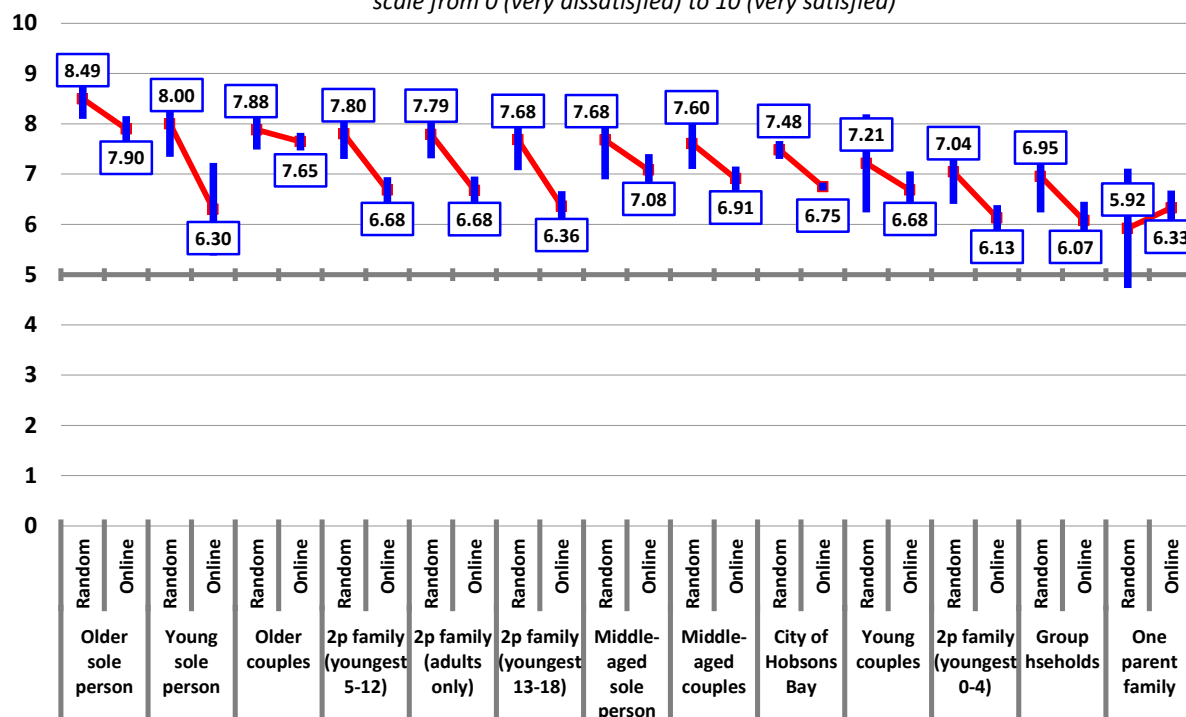
There was relatively little statistically significant variation overall satisfaction with Council’s kerbside collection services observed for the respondents to the random sample telephone survey. This reflects the relatively small sample size at the individual household structure level.

It is noted, however, that older sole person households were notably more satisfied than the municipal average, whilst the small sample of one-parent families were measurably less satisfied.

There was also relatively little significant variation in overall satisfaction with Council’s kerbside collection services observed for the online survey respondents, although it is noted that older sole person households were measurably and significantly more satisfied than the municipal average.

The only three groups of online survey respondents who were measurably less satisfied than the municipal average were respondents from two-parent families with youngest child aged 0 to 4 years, group households, and one-parent families. These groups were all measurably and significantly less satisfied than the municipal average and at “solid” rather than “good” levels of satisfaction.

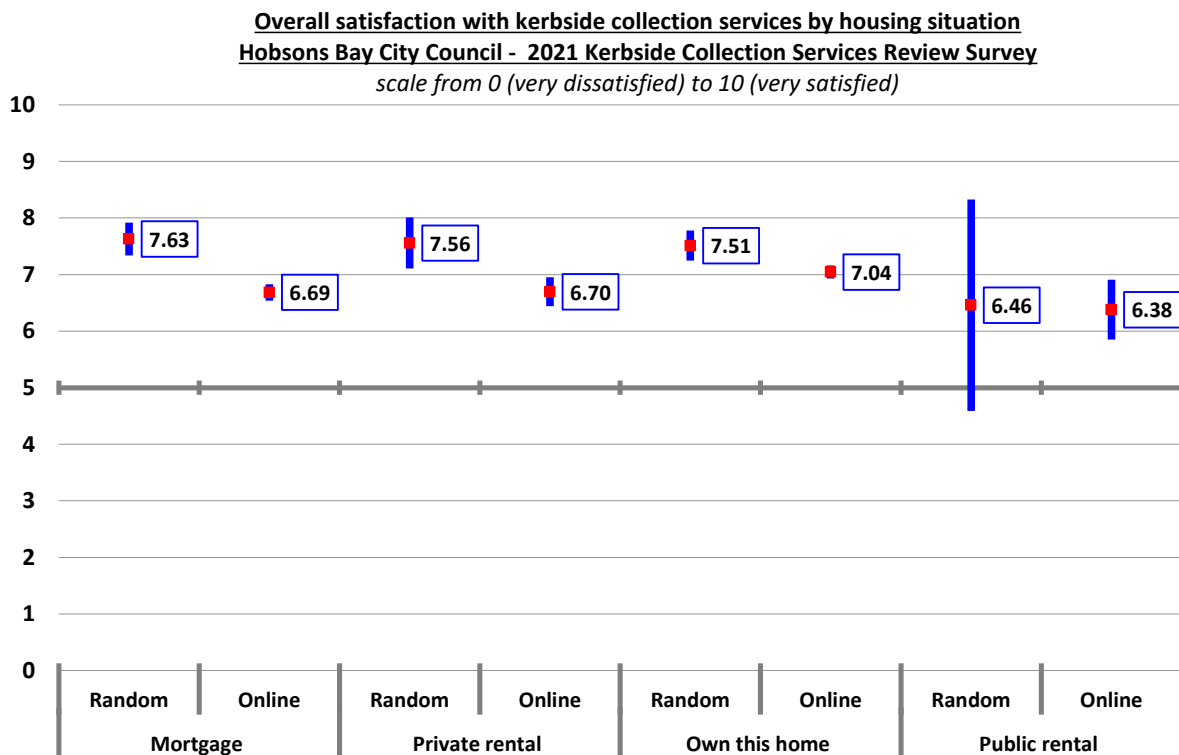
Overall satisfaction with kerbside collection services by household structure
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Overall satisfaction by housing situation

There was not a strong relationship between the respondents’ housing situation and their overall satisfaction with Council’s kerbside collection services. This pattern was true for respondents to both the random sample telephone survey and the self-selected online survey.

It is noted, however, that respondents from public rental households were notably less satisfied than other respondents, with the variation statistically significant for the larger sample online survey.



Overall satisfaction by dwelling type

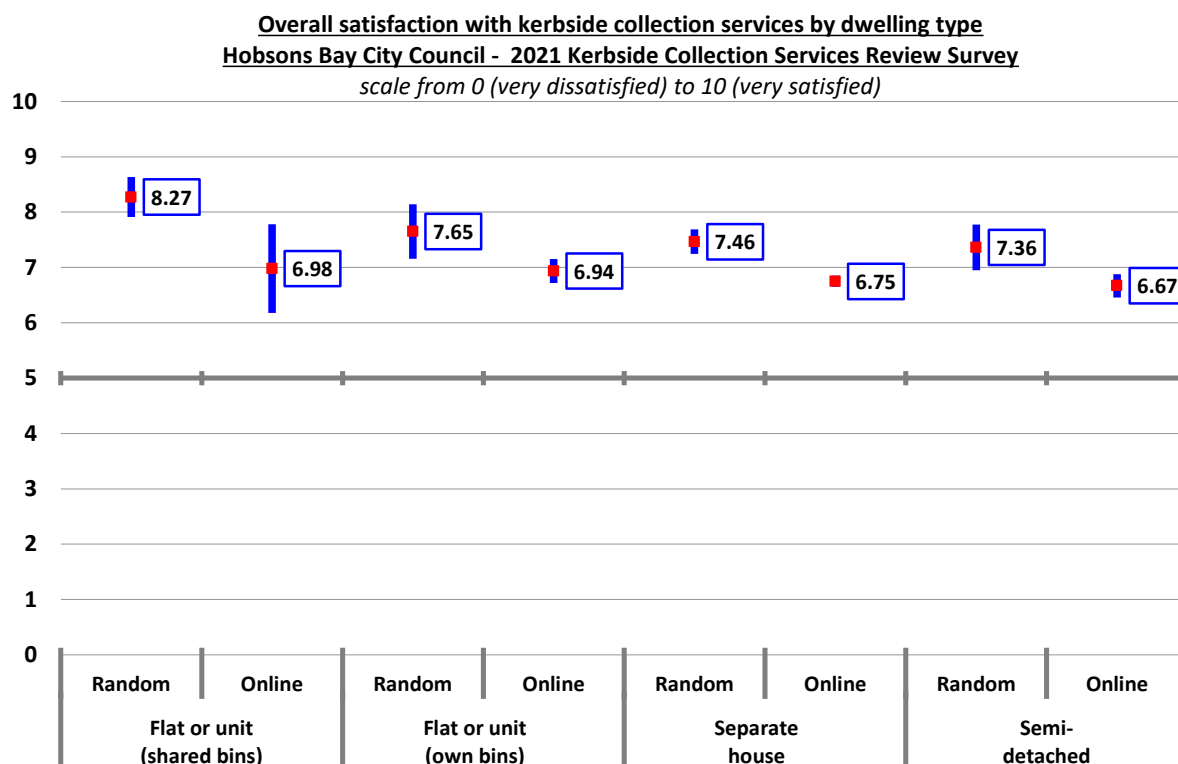
There was notable variation in overall satisfaction with Council’s kerbside collection services observed by the respondents’ dwelling type.

Respondents to both surveys that were living in flats, units, and apartments were notably more satisfied overall with the kerbside collection services than were respondents living in separate houses and semi-detached, row or terrace houses.

This variation was not statistically significant, although it is notable.

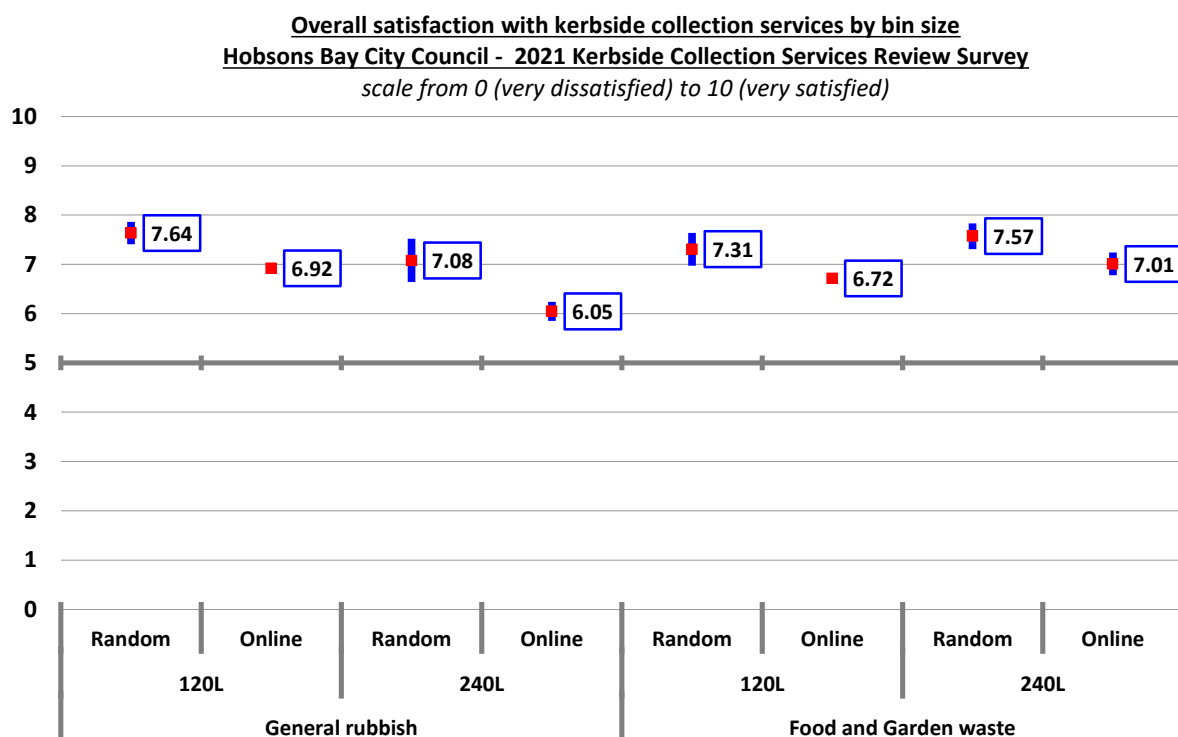
This variation was evident both for respondents to the random telephone survey, as well as respondents to the self-selected online survey.





Overall satisfaction by size of general rubbish and food and garden waste bins

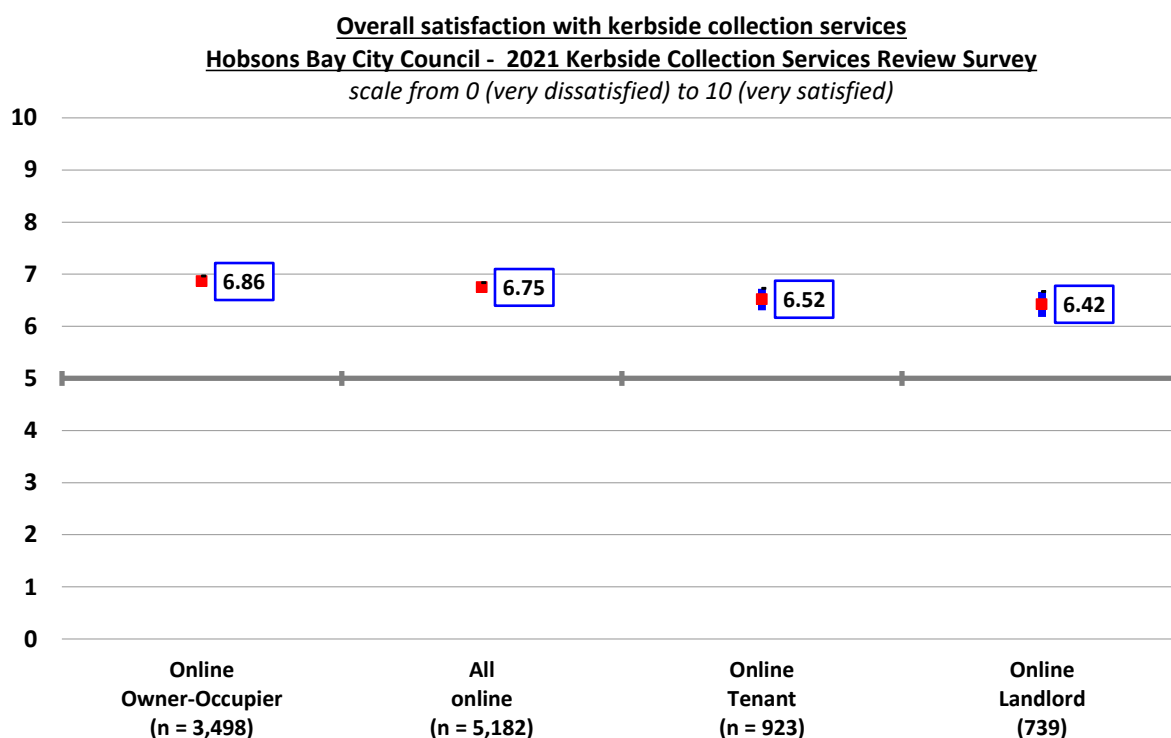
Respondents to both surveys who had a smaller general rubbish bin were notably more satisfied overall with the kerbside collection services than respondents with a larger general rubbish bin. The reverse was true in relation to the food and garden waste bin.



Overall satisfaction by respondent type (online survey only)

The open-access, opt-in online survey was open to all residents and ratepayers of Hobsons Bay. It is noted that owner-occupiers (residents and ratepayers) were measurably more satisfied overall with Council’s kerbside collection services than were non-resident ratepayers (i.e., landlords who owned property but did not live in the City of Hobsons Bay).

It is of note that the 739 respondents who did not live in the City of Hobsons Bay and use the kerbside collection services were less satisfied than those who did live in the municipality and use the services, including the owner-occupiers (6.86) and the tenants (6.52).



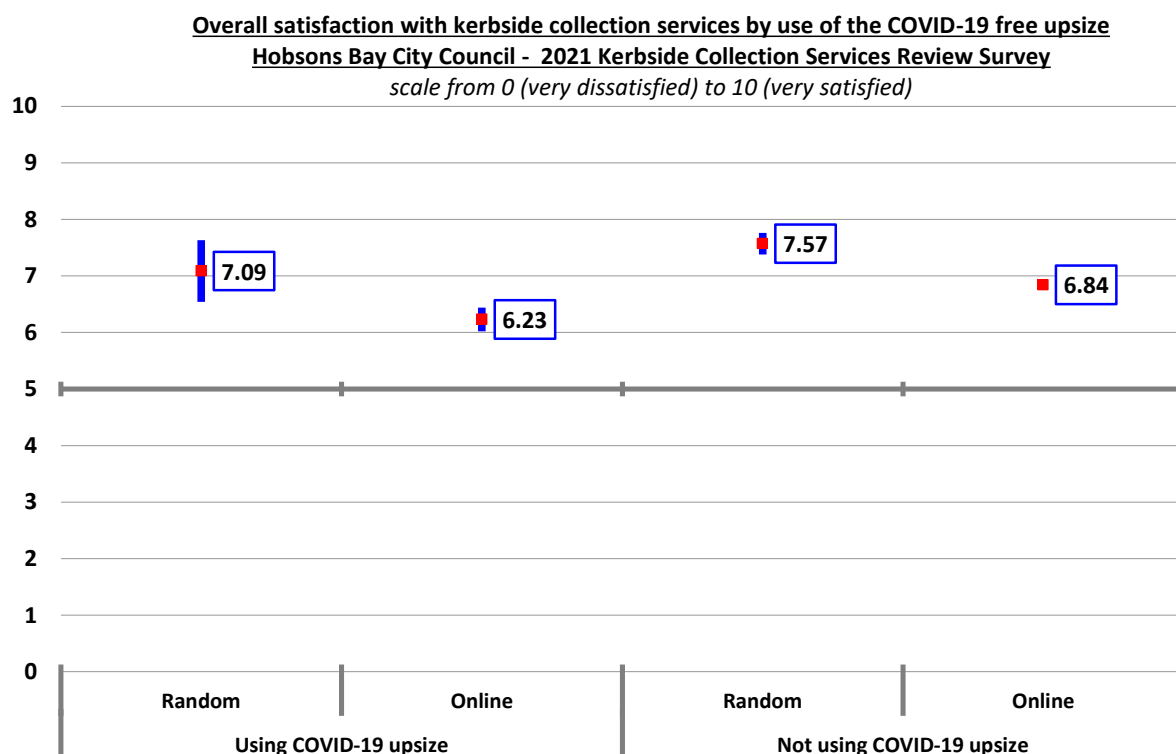
Overall satisfaction by use of Council’s free COVID-19 upsize service

There was measurable variation in overall satisfaction with Council’s kerbside collection services observed between respondents who were using the free COVID-19 upsize service and those who were not using the service.

Respondents who were using the free COVID-19 upsize service were notably less satisfied overall with Council’s kerbside collection services, than the respondents who were not using the service.

This variation was evident both for respondents to the random telephone survey, as well as respondents to the self-selected online survey.





Reasons for dissatisfaction with Council’s kerbside collection services

The following table outlines the 77 responses received from the 98 random telephone respondents and the 451 responses received from the 1,155 self-selected online survey respondents who were not satisfied overall with Council’s kerbside collection services (i.e., rated satisfaction at less than six out of 10).

These open-ended responses have been broadly categorised as outlined in the following table, with the verbatim comments included as an appendix to this report.

There were a variety of reasons why respondents were not satisfied overall with the kerbside collection services, with approximately one-third relating to dissatisfaction with the frequency of bin collections and a preference for the general rubbish and / or food and garden waste to be collected weekly.

Other reasons for dissatisfaction include concerns around the collection restrictions and rules, bin collection time and process.



Reasons for rating overall satisfaction with kerbside collection services less than 6 out of 10

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

(Number and percent of total responses)

Issue	Random		Online	
	Number	Percent	Number	Percent
Frequency of collection	26	33.8%	161	35.7%
Bin collection restrictions / rules / system	0	0.0%	73	16.2%
Smelly / dirty / unhygienic	0	0.0%	42	9.3%
Bin collection time and process	11	14.3%	31	6.9%
Bin size	5	6.5%	31	6.9%
Specific or limited waste to put in the bin	0	0.0%	22	4.9%
Council related	8	10.4%	18	4.0%
Additional cost	4	5.2%	16	3.5%
Bins overflowing / too heavy	0	0.0%	13	2.9%
Communication and consultation	8	10.4%	10	2.2%
Lack of space	3	3.9%	9	2.0%
General negative comments	6	7.8%	6	1.3%
Other	6	7.8%	19	4.2%
Total	77	100%	451	100%



Preferences for the kerbside collection services

Options to up-size or increase the frequency of one bin

Respondents were asked:

“If you had the option to up-size or increase the frequency of one bin (due to costs), which would you prefer?”

A total of 439 of the 500 random telephone survey respondents and 4,340 of the 5,182 self-selected online survey respondents provided a response to this question about the respondents’ preference if they had the option to upsize or increase the frequency of one bin.

Both the random sample telephone survey and the self-selected online survey respondents were most likely to prefer that the general rubbish bin be collected weekly (but still a small 120L bin), with a little more than one-third (35.1% and 37.8% respectively) preferring this option.

A slightly smaller proportion of respondents to both surveys (28.7% and 34.3%) preferred that the general rubbish bin be upsized to 240L (but still collected fortnightly).

A little less than one-sixth of respondents to both surveys would prefer to increase the collection of the mixed recycling collection to weekly (16.4% and 12.7%) and a similar proportion would prefer to upsize the weekly collected food and garden waste bin to 240L (15.9% and 12.6%).

Options to up-size or increase the frequency of one bin
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number and percent of respondents providing a response)

Response	Random		Online	
	Number	Percent	Number	Percent
Increase collection of general rubbish bin to weekly <i>(but still a small 120 bin)</i>	154	35.1%	1,641	37.8%
Upsize general rubbish bin to 240L <i>(but still collect fortnightly)</i>	126	28.7%	1,488	34.3%
Increase collection of mixed recycling bin to weekly	72	16.4%	550	12.7%
Upsize food and garden waste bin to 240L <i>(collected weekly)</i>	70	15.9%	547	12.6%
Increase collection of glass recycling bin to weekly	17	3.9%	114	2.6%
Not stated	61		842	
Total	500	100%	5,182	100%



There was relatively little significant variation in these results observed across the municipality, apart from the following:

- **Strand South** – respondents from both surveys were more likely than average to prefer to upsize the weekly food and garden waste bin to 240L.

Options to up-size or increase the frequency of one bin by region
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number and percent of respondents providing a response)

Response	Wetlands		Cherry Lake South		Strand South		Cherry Lake North		Strand North	
	Random	Online	Random	Online	Random	Online	Random	Online	Random	Online
Increase collection of general rubbish bin to weekly (but still 120 bin)	42%	41%	32%	36%	34%	37%	26%	39%	37%	35%
Upsize general rubbish bin to 240L (but still collect fortnightly)	27%	38%	33%	37%	25%	29%	32%	33%	28%	32%
Increase collection of mixed recycling bin to weekly	15%	9%	21%	14%	13%	14%	19%	15%	16%	14%
Upsize food and garden waste bin to 240L (collected weekly)	11%	10%	8%	10%	25%	17%	20%	10%	17%	15%
Increase collection of glass recycling bin to weekly	4%	1%	7%	3%	3%	3%	4%	3%	3%	4%
Not stated	17	2	8	0	17	0	12	0	9	0
Total	162	1,122	66	782	95	953	98	454	79	952

Preferred general rubbish collection service

Respondents were asked:

“For the general rubbish collection (DARK GREEN / RED) bin service for all households across Hobsons Bay, which would you prefer?”

Respondents were asked which of four options they preferred for the general rubbish bin collection service, including the current system, or a large 240L bin collected fortnightly or small 120L bin collected weekly, with additional costs outlined for these options.



A little more than half (52.0%) of the random telephone survey respondents, when given the choice between the three listed options, preferred the current system of a small 120L general rubbish bin collected fortnightly, whilst one-fifth (20.6%) preferred a large bin collected fortnightly, and 14.4% preferred a small bin collected weekly.

The self-selected online survey respondents also preferred the current system (34.4%) over a large 240L bin collected fortnightly (at the additional charge of \$15 to \$20 per household per year).

The difference in the results between the random telephone and the self-selected online survey results is that a significantly larger proportion of the online survey respondents did not choose an option. Some selected the don't know option and some did not complete the question.

Taken together, these results strongly suggest that, when cost is introduced as a variable in the choice of general rubbish bin services, a majority of respondents would choose to keep the current system of a small 120L general rubbish bin service collected fortnightly.

This contrasts with the results to the previous question, which showed that when given the choice to upsize or increase the frequency of one bin, a majority of respondents preferred either to increase the frequency of the general rubbish bin collection or increase the size of the general rubbish bin.

This does strongly suggest that cost is a significant factor underpinning the service choices of respondents in relation to the general rubbish bin collection service.

General rubbish collection (DARK GREEN / RED) bin service
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number and percent of respondents providing a response)

Response	Random		Online	
	Number	Percent	Number	Percent
The current system of a small 120L general rubbish bin collected fortnightly <i>(at no additional charge)</i>	260	52.0%	1,781	34.4%
A large 240L general rubbish bin collected fortnightly <i>(at an additional charge of \$15 to \$20 per year for each household)</i>	103	20.6%	1,361	26.3%
A small 120L general rubbish bin collected weekly <i>(at an additional charge of \$40 to \$45 per year for each household)</i>	72	14.4%	600	11.6%
Don't know / can't say	65	13.0%	1,440	27.8%
Total	500	100%	5,182	100%

There was measurable variation in this result observed across the five regions comprising the City of Hobsons Bay, as follows:

- **Cherry Lake North** – respondents from the random telephone survey were measurably more likely than average to prefer the current system.



General rubbish collection (DARK GREEN / RED) bin service
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number and percent of respondents providing a response)

Response	Wetlands		Cherry Lake South		Strand South		Cherry Lake North		Strand North	
	Random	Online	Random	Online	Random	Online	Random	Online	Random	Online
The current system of a small 120L general rubbish bin collected fortnightly (at no additional charge)	44%	34%	45%	40%	56%	48%	63%	43%	57%	44%
A large 240L general rubbish bin collected fortnightly (at an additional charge of \$15 to \$20 per year for each household)	25%	34%	27%	33%	23%	27%	8%	32%	18%	31%
A small 120L general rubbish bin collected weekly (at an additional charge of \$40 to \$45 per year for each household)	18%	14%	17%	15%	9%	14%	12%	12%	15%	13%
Don't know / can't say	13%	17%	12%	12%	12%	11%	18%	14%	10%	13%
Total	162	1,122	66	782	95	953	98	454	79	952

Preferred food and garden waste service

Respondents were asked:

“For the food and garden waste service (GREEN) bin service for all households across Hobsons Bay, which would you prefer?”

Respondents were asked which of four options they preferred for the food and garden waste collection service, including the current system or a large 240L bin collected weekly at an additional charge of \$30 per year per household, or small 120L bin collected fortnightly at a saving of \$30 per year per household.

A little more than two-thirds (69.6%) of the random telephone survey respondents and a little more than half (52.9%) of the self-selected online survey respondents preferred the current system of a small 120L bin collected weekly, whilst 12.2% and 14.5% respectively preferred a large 240L bin collected weekly.



The difference in the results between the random telephone and the self-selected online survey results is that a significantly larger proportion of the online survey respondents did not choose an option. Some selected the don't know option and some did not complete the question.

Taken together, these results strongly suggest that, when cost is introduced as a variable in the choice of the food and garden waste bin collection service, a majority of respondents would choose to keep the current system of a small 120L food and garden waste bin service collected weekly.

Consistent with the other results outlined in this report, a major issue of concern in relation to the food and garden waste bin is the issue of smell arising from the material placed in the bin. This flows through in these results, as a preference for a weekly collection over a fortnightly collection.

Food and garden waste (GREEN) bin service
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number and percent of respondents providing a response)

Response	Random		Online	
	Number	Percent	Number	Percent
The current system of a small 120L food and garden waste bin collected weekly <i>(at no additional charge)</i>	348	69.6%	2,742	52.9%
A large 240L food and garden waste bin collected weekly <i>(at an additional charge of \$30 per year for each household)</i>	61	12.2%	750	14.5%
A small 120L food and garden waste bin collected fortnightly <i>(at a reduced charge of \$30 per year for each household)</i>	37	7.4%	298	5.8%
Don't know / can't say	54	10.8%	1,392	26.9%
Total	500	100%	5,182	100%

There was measurable variation in the result from the random telephone survey observed across the City of Hobsons Bay, as follows:

- **Strand North** – respondents were measurably more likely than average to prefer the current system.

There was relatively little significant variation in the results from the self-selected online survey observed, however, it is noted that the overall municipal results include significantly more “don't know / can't say” from respondents who did not provide a response to the question and did not provide their suburb (region) of residence.



It is noted that respondents to the online survey from Wetlands and Cherry Lake South were marginally less likely than those from the other regions to prefer the current system, although most of those who did not prefer the current system provided a “don’t know / can’t say” response rather than preferring one of the other options.

Food and garden waste (GREEN) bin service

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

(Number and percent of respondents providing a response)

Response	Wetlands Random Online	Cherry Lake South Random Online	Strand South Random Online	Cherry Lake North Random Online	Strand North Random Online					
The current system of a small 120L bin collected weekly (at no additional charge)	61%	59%	71%	62%	67%	67%	76%	65%	81%	65%
A large 240L bin collected weekly (at an additional charge of \$30 per year for each household)	14%	19%	11%	19%	12%	17%	8%	14%	13%	17%
A small 120L bin collected fortnightly (at a reduced charge of \$30 per year for each household)	12%	7%	7%	7%	10%	6%	3%	8%	2%	8%
Don't know / can't say	13%	16%	11%	12%	12%	10%	13%	12%	5%	10%
Total	162	1,122	66	782	95	953	98	454	79	952

Compostable bags

Preferred collection of the food and garden waste bin if compostable bags were permitted

Respondents were asked:

“Council is currently not able to offer a compostable bag: however, if future contracts did allow, would you like the option to use compostable bags as part of the food and garden waste bin service?”

A little more than half (52.2%) of the random telephone survey respondents and a little less than two-thirds (61.7%) of the self-selected online survey respondents reported that they would use compostable bags as part of the food and garden waste bin.



Use of compostable bags as part of the food and garden waste bin service
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number and percent of respondents providing a response)

Response	Random		Online	
	Number	Percent	Number	Percent
Yes	261	52.2%	3,195	61.7%
No	167	33.4%	848	16.4%
Not sure / not stated	72	14.4%	1,139	22.0%
Total	500	100%	5,182	100%

Compostable bags as part of the food and organic waste bin service

Respondents were asked:

“If compostable bags were provided that you could put into the GREEN bin, how frequently would you prefer the bin was collected?”

A total of 475 of the 500 random telephone survey respondents and 4,473 of the 5,182 self-selected online survey respondents provided an answer to this question as to how frequently they would prefer that the food and garden waste bin was collected if they could put compostable bags in the bin.

Approximately one-quarter (24.4% of the random telephone and 26.5% of the online survey) respondents reported that they would prefer that the food and garden waste bin be collected fortnightly rather than weekly if they could use compostable bags in the bin.

Approximately half (49.1%) of the random telephone and almost two-thirds (63.1%) of the self-selected online survey respondents reported that they would still prefer that the food and garden waste bin be collected weekly, even if compostable bags were allowed to be included in the food and garden waste bin.

Preferred collection of food and garden waste bin (with compostable bags that could be put in the bin)
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number and percent of respondents providing a response)

Response	Random		Online	
	Number	Percent	Number	Percent
Weekly	233	49.1%	2,822	63.1%
Fortnightly	116	24.4%	1,184	26.5%
Other	1	0.2%	153	3.4%
Do not use	125	26.3%	314	7.0%
Not stated	25		709	
Total	500	100%	5,182	100%



There was no significant variation in this result observed across the municipality, although it is noted that the online survey respondents from Strand North were marginally more likely to prefer a fortnightly collection and marginally less likely to prefer a weekly collection.

Preferred collection of food and garden waste bin (with compostable bags that could be put in the bin)

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

(Number and percent of respondents providing a response)

Response	Wetlands		Cherry Lake South		Strand South		Cherry Lake North		Strand North	
	Random	Online	Random	Online	Random	Online	Random	Online	Random	Online
Weekly	57%	66%	49%	62%	37%	65%	47%	63%	51%	59%
Fortnightly	26%	24%	18%	27%	24%	24%	27%	28%	24%	30%
Other	0%	3%	0%	4%	0%	4%	0%	4%	0%	4%
Do not use	17%	7%	33%	7%	39%	7%	26%	5%	25%	8%
Not stated	11	1	0	0	4	0	9	0	3	2
Total	162	1,122	66	782	95	953	98	454	79	952

Using compostable bags at an additional cost

Respondents were asked:

“If a future contractor allowed compostable bags, would you opt-in to receive a year’s supply of compostable paper bags for your kitchen caddy at an estimate cost of approximately \$40 per year?”

A little less than half (47% of the random telephone survey and 39.6% of the self-selected online survey) respondents reported that they would “definitely” (21.8% and 17.4%) or “possibly” (24.8% and 18.1%) opt-in to receive a year’s supply of compostable paper bags for their kitchen caddy at an estimated cost of \$40 per year.

Receive a year's supply of compostable paper bags at an estimate cost of \$40 per year

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

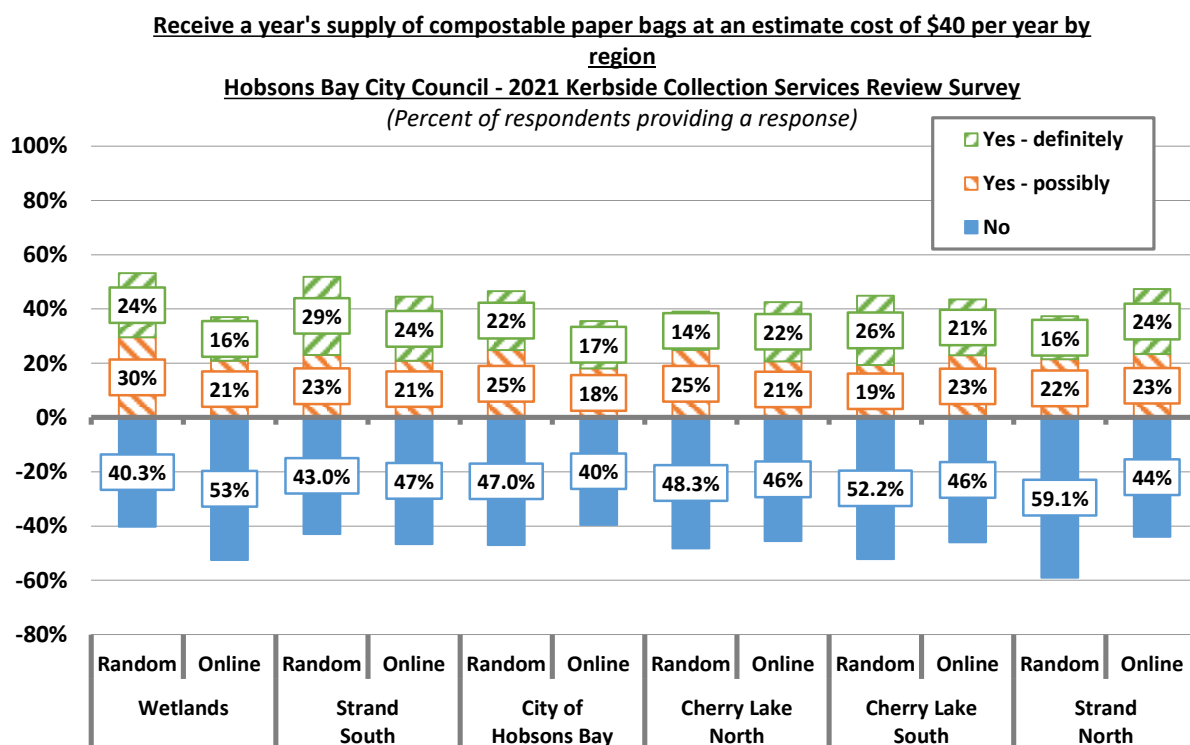
(Number and percent of respondents providing a response)

Response	Random		Online	
	Number	Percent	Number	Percent
Yes - definitely	109	21.8%	904	17.4%
Yes - possibly	124	24.8%	936	18.1%
No	235	47.0%	2,051	39.6%
Can't say / unsure	32	6.4%	1,291	24.9%
Total	500	100%	5,182	100%

There was some measurable variation in this result observed across the municipality, with random telephone survey respondents from Strand North measurably more likely than average not willing to opt-in.



It is also noted that the self-selected online survey respondents from the Wetlands region were more likely than average not being willing to opt-in.



Council’s three-bin initiative for public bins in high-use areas

Respondents were asked:

“To align more with the kerbside service, Council is looking to implement a three-bin system (mixed recycling, glass recycling, and general rubbish) for public bins in high-use areas. Do you have any feedback on this initiative?”

A total of 180 of the 500 random telephone survey respondents (36.0%) and 1,308 of the 5,182 self-selected online survey respondents provided a response to this question asking respondents if they had any feedback on Council’s initiative to implement a three-bin system for public bins in high-use areas.

The verbatim comments to this question are included as an appendix to this report.

The majority of the responses received were generally positive in nature, including 61.1% of the responses from the random telephone survey and 55.0% of the responses from the online survey. A further 12.8% and 21.4% respectively were positive comments with reservations.

Metropolis Research notes that some respondents, particularly those with negative feedback, appear to be confusing the initiative for a three-bin system in high-use public areas with the kerbside collection services, or simply restating their negative feedback on the kerbside collection services in answers to all questions.



Feedback on Council's initiative to implement a three-bin system for public bins in high-use areas
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number and percent of total responses)

Feedback	Random		Online	
	Number	Percent	Number	Percent
Positive comments: general	110	61.1%	719	55.0%
Positive comments with reservations	23	12.8%	280	21.4%
Negative comments: general	6	3.3%	70	5.4%
Negative comments: compliance	14	7.8%	63	4.8%
Negative comments: other	5	2.8%	27	2.1%
Negative comments: costs	3	1.7%	23	1.8%
Negative comments: confusion	4	2.2%	7	0.5%
Negative comments: pest infestation	2	1.1%	3	0.2%
Other	13	7.2%	116	8.9%
Total	180	100%	1,308	100%

Respondent profile

The following section provides the demographic profile of respondents to the survey.

Some of the variation in these results compared to the *Census* reflects the different level of interest in the topic of waste of respondents from different types of households.

Age structure

The raw sample of random telephone survey respondents somewhat under-represented young adults and over-represented middle-aged and older adults (aged 45 to 74 years). This is a typical result of a telephone survey, as younger people are very difficult to contact by telephone. This is one of the main reasons why Metropolis Research typically conducts this type of research door-to-door, as it obtains a more representative sample. To ensure the sample reflects the underlying population, the results have been weighted by age and gender to accurately reflect the 2016 *Census* profile of the municipality.

The self-selected online survey was open-access and therefore reflects the demographic profile of the sub-set of the Hobsons Bay community who chose to participate in the survey. Consequently, the sample has not been weighted by age and gender, as they do not purport to represent the views of the underlying community.



Age structure

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

(Number and percent of respondents providing a response)

Age group	2021 (unweighted)		2021 (weighted)	Online	
	Number	Percent		Number	Percent
Young adults (18 to 34 years)	50	10.0%	29.0%	402	9.7%
Adults (35 to 44 years)	91	18.2%	19.3%	898	21.7%
Middle aged adults (45 to 59 years)	209	41.8%	26.3%	1,495	36.1%
Older adults (60 to 74 years)	125	25.0%	16.4%	1,096	26.5%
Senior citizens (75 years and over)	25	5.0%	9.0%	252	6.1%
Prefer not to say	0		0	1,039	
Total	500	100%	500	5,182	100%

Gender

The random telephone survey obtained close to a 50/50 gender split. The self-selected online survey slightly over-represented female respondents.

Gender

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

(Number and percent of respondents providing a response)

Gender	Random		Online	
	Number	Percent	Number	Percent
Male	243	48.6%	1,659	41.6%
Female	257	51.4%	2,302	57.8%
Non-binary	0	0.0%	25	0.6%
Prefer not to say	0		1,196	
Total	500	100%	5,182	100%

Household member with a disability or medical condition

A little less than one-sixth (13.4%) of the random telephone survey respondents were from households with a member with a disability or long-term medical condition.

The self-selected online survey respondents were somewhat more likely to report having a disability or long-term medical condition, consistent with their older age structure.



Household members with a disability or medical condition
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
 (Number and percent of respondents providing a response)

Response	Random		Online	
	Number	Percent	Number	Percent
Yes	66	13.4%	781	18.2%
No	428	86.6%	3,521	81.8%
Not stated	6		880	
Total	500	100%	5,182	100%

Language spoken at home

A little less than one-quarter (22.9%) of respondents providing a response to the question spoke a language other than English at home, which compares to the 2016 *Census* result of 30.6%. For a voluntary survey conducted by telephone, this is a very good result.

The self-selected online survey respondents were more likely to be English speaking than the randomly selected telephone survey sample.



Language spoken at home

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

(Number and percent of respondents providing a response)

Language	Random		Online	
	Number	Percent	Number	Percent
English	384	77.1%	3,774	88.5%
Arabic	13	2.6%	15	0.4%
Italian	11	2.2%	47	1.1%
Greek	11	2.2%	33	0.8%
Vietnamese	11	2.2%	39	0.9%
Hindi	8	1.6%	8	0.2%
Serbian	7	1.4%	7	0.2%
Tagalog (Filipino)	5	1.0%	9	0.2%
Maltese	4	0.8%	34	0.8%
Nepali	4	0.8%	0	0.0%
Thai	3	0.6%	10	0.2%
Cantonese	2	0.4%	14	0.3%
French	2	0.4%	11	0.3%
Persian	2	0.4%	3	0.1%
Portugese	2	0.4%	9	0.2%
Ukranian	2	0.4%	2	0.0%
Afrikaans	1	0.2%	7	0.2%
Albanian	1	0.2%	3	0.1%
Dutch	1	0.2%	9	0.2%
Finnish	1	0.2%	0	0.0%
German	1	0.2%	14	0.3%
Hungarian	1	0.2%	5	0.1%
Indonesian	1	0.2%	7	0.2%
Macedonian	1	0.2%	15	0.4%
Mandarin	1	0.2%	20	0.5%
Maori (New Zealand)	1	0.2%	0	0.0%
Polish	1	0.2%	14	0.3%
Spanish	1	0.2%	22	0.5%
Tamil	1	0.2%	2	0.0%
Multiple	9	1.8%	6	0.1%
Chinese, n.f.d	0	0.0%	25	0.6%
Croatian	0	0.0%	15	0.4%
Russian	0	0.0%	7	0.2%
Slovak	0	0.0%	5	0.1%
All other languages	5	1.0%	71	1.7%
Not stated	2		920	
Total	500	100%	5,182	100%



Number of residents

The average household size of the random telephone survey respondents was 3.01 persons per household, including 2.26 adults and 0.74 children. This is slightly larger than the 2016 Census result of 2.6 persons per household.

The higher average household size in the survey reflects a greater engagement in waste issues of larger households compared to smaller households.

The self-selected online survey respondents reported a slightly smaller average household size of 2.78 respondents per household. This is likely to reflect their slightly older age structure.

Number of adults and children in this dwelling
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey
(Number and percent of respondents providing a response)

Response	Children		Adults		Total residents	
	Random	Online	Random	Online	Random	Online
None	61.8%	63.6%	0.0%	0.0%	0.0%	0.0%
One	12.7%	15.0%	17.6%	17.2%	15.6%	14.4%
Two	18.4%	16.3%	55.9%	63.2%	28.1%	36.5%
Three	4.4%	3.8%	14.0%	11.4%	17.2%	19.4%
Four	1.8%	0.8%	9.1%	6.1%	25.1%	20.7%
Five	0.4%	0.2%	2.0%	1.4%	8.9%	6.2%
Six	0.2%	0.1%	1.0%	0.5%	3.8%	1.8%
Seven	0.2%	0.1%	0.2%	0.1%	0.6%	0.6%
Eight	0.0%	0.1%	0.0%	0.1%	0.0%	0.2%
Nine	0.0%	0.0%	0.2%	0.0%	0.2%	0.0%
Ten or more	0.0%	0.0%	0.0%	0.0%	0.4%	0.1%
Not stated	5	915	6	915	6	915
Total	500	5,182	500	5,182	500	5,182
<i>Average number of residents</i>	<i>0.74</i>	<i>0.64</i>	<i>2.26</i>	<i>2.13</i>	<i>3.01</i>	<i>2.78</i>

Household structure

The survey obtained a household structure broadly similar to that reported in the 2016 Census, with two-parent families (42.8% compared to 34.1%), one-parent families (4.5% compared to 11.6%), couple-households without children (24.6% compared to 24.8%), sole person households (15.3% compared to 11.6%), and other families (1.6% compared to 1.5%).

The self-selected online survey respondents were marginally less likely to be from two-parent families and somewhat more likely to be from couple households without children. This result is likely to be reflecting the slightly older age structure of the online survey respondents.



Household structure

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

(Number and percent of respondents providing a response)

Structure	Random		Online	
	Number	Percent	Number	Percent
Two parent family total	210	42.8%	1651	38.6%
<i>youngest child 0 - 4 years</i>	54	11.0%	509	11.9%
<i>youngest child 5 - 12 years</i>	56	11.4%	421	9.8%
<i>youngest child 13 - 18 years</i>	42	8.6%	334	7.8%
<i>adult children only</i>	58	11.8%	387	9.1%
One parent family total	22	4.5%	257	6.0%
<i>youngest child 0 - 4 years</i>	3	0.6%	15	0.4%
<i>youngest child 5 - 12 years</i>	6	1.2%	53	1.2%
<i>youngest child 13 - 18 years</i>	4	0.8%	61	1.4%
<i>adult children only</i>	9	1.8%	128	3.0%
Couple only household	121	24.6%	1,307	30.6%
Group household	55	11.2%	231	5.4%
Sole person household	75	15.3%	602	14.1%
Extended or multiple families	8	1.6%	227	5.3%
Not stated	9		907	
Total	500	100%	5,182	100%

Dog or cat owners

A little less than half (46.0%) of the random telephone survey respondents providing a response reported that their household had at least one pet (a dog or cat).

The self-selected online survey respondents were marginally more likely than the random sample telephone survey respondents to have at least one dog or cat.

Pets (dogs or cats)

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

(Number and percent of respondents providing a response)

Response	Random		Online	
	Number	Percent	Number	Percent
Yes	226	46.0%	2,221	52.0%
No	265	54.0%	2,048	48.0%
Not stated	9		913	
Total	500	100%	5,182	100%



Current housing situation

The random telephone survey obtained a housing situation structure broadly similar that reported in the 2016 *Census*, with homeowners (54.6% compared to 37.7%), mortgagees (27.6% compared to 36.6%), private rental (14.7% compared to 22.9%), and public rental (2.8% compared to 2.8%). It is noted that the survey somewhat over-represented homeowners and under-represented mortgagee and rental households.

There was only minor variation in these results observed between the random telephone survey and the self-selected online survey respondents. It is noted that the self-selected online survey respondents were somewhat more likely to be mortgagee households, and marginally less likely to be renting.

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

Situation	Random		Online	
	Number	Percent	Number	Percent
Own this home	253	54.6%	2,051	52.5%
Mortgage (<i>paying off this home</i>)	128	27.6%	1,266	32.4%
Renting (<i>privately</i>)	68	14.7%	464	11.9%
Renting (<i>public</i>)	13	2.8%	111	2.8%
Long-term lease (<i>e.g. retirement village</i>)	1	0.2%	13	0.3%
Not stated	37		1,277	
Total	500	100%	5,182	100%

Dwelling type

The random telephone survey obtained dwelling type results similar to that reported in the 2016 *Census*, with respondents living in separate detached houses (76.3% compared to 70.6%), semi-detached row or terrace houses (15.0% compared to 24.5%), flats, units, and apartments (8.5% compared to 4.7%), and other (0.2% compared to 0.2%).

The self-selected online survey respondents were twice as likely to live in flats, units, and apartments (where each apartment has its own bins) than were respondents to the random sample survey.

This variation is likely to be reflecting the older age structure of the self-selected online survey respondents.



Dwelling type

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

(Number and percent of respondents providing a response)

Type	Random		Online	
	Number	Percent	Number	Percent
Separate detached house	376	76.3%	2,955	69.6%
Semi-detached, row or terrace house	74	15.0%	661	15.6%
Flat, unit or apartment (where each apartment has its own bins)	30	6.1%	570	13.4%
Flat, unit or apartment (where there are shared bins for all apartments)	12	2.4%	47	1.1%
Other	1	0.2%	11	0.3%
Not stated	7		938	
Total	500	100%	5,182	100%

Suburb of residence

The sample of residents drawn for the random telephone survey was pre-weighted by suburb / locality population, to ensure that each area contributed proportionally to the municipal result. The self-selected online survey respondents were a little less proportionally distributed across the municipality, although Metropolis Research notes that the distribution of the online survey respondents is relatively consistent with the random survey results and is not a significant factor affecting the results, given that there was not a significant degree of variation in the results observed across the five regions.

Suburb of residence

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

(Number and percent of respondents providing a response)

Suburb	Random		Online	
	Number	Percent	Number	Percent
Altona Meadows	100	20.0%	830	19.5%
Altona North	81	16.2%	395	9.3%
Williamstown	69	13.8%	815	19.1%
Newport	63	12.6%	719	16.9%
Altona	55	11.0%	661	15.5%
Laverton	36	7.2%	140	3.3%
Seabrook	27	5.4%	144	3.4%
Williamstown North	26	5.2%	137	3.2%
Brooklyn	17	3.4%	60	1.4%
Spotswood	14	2.8%	135	3.2%
Seaholme	11	2.2%	128	3.0%
South Kingsville	1	0.2%	99	2.3%
Not stated	0	0.0%	919	
Total	500	100%	5,182	100%



General comments

A total of 113 general comments were received from the random telephone survey respondents and 1,144 from the self-selected online survey respondents.

These comments have been broadly categorised as outlined in the following summary table. The verbatim comments follow.

It is noted that the most common responses received from the random sample survey respondents related to collection frequency and concerns around costs, whilst the online survey respondents were most likely to provide positive comments about the new service.

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

Response	Random		Online	
	Number	Percent	Number	Percent
Good service / support for initiative	6	5.3%	296	25.9%
Collection frequency	17	15.0%	143	12.5%
Confusion on separation rules / greater education	3	2.7%	61	5.3%
Bring back old system / get co mingling / get rid of this system	2	1.8%	44	3.8%
Glass bins	0	0.0%	19	1.7%
Bin size	2	1.8%	40	3.5%
Rate increase / extra charge	15	13.3%	38	3.3%
Bin collection service	1	0.9%	36	3.1%
Monitor / bin inspection	1	0.9%	33	2.9%
Compostable bags	5	4.4%	31	2.7%
Soft plastics recycling	5	4.4%	30	2.6%
Other waste (electronic, chemical, textile, pet, cardboard etc.)	1	0.9%	28	2.4%
Too many bins / no space	0	0.0%	27	2.4%
Food / green bin	0	0.0%	27	2.4%
Communication / consultation	7	6.2%	25	2.2%
Survey questions issues	1	0.9%	21	1.8%
Options to choose bin type and size	0	0.0%	21	1.8%
Problems such as smell, overflowing bins etc.	3	2.7%	20	1.7%
Broader range of recyclables required	3	2.7%	17	1.5%
Bin collection calendar / fridge magnet	1	0.9%	15	1.3%
Bin cleaning / sanitising service	1	0.9%	14	1.2%
Manufacturer / retail to use recyclable plastic	1	0.9%	10	0.9%
Communal bins for apartments / units	0	0.0%	9	0.8%
Collection timing	1	0.9%	8	0.7%
Badly implemented / planned	0	0.0%	8	0.7%
Others contaminating our bins	1	0.9%	8	0.7%
Difficult system for elderly / people with a disability	0	0.0%	7	0.6%
Bins blocked by cars	0	0.0%	6	0.5%
Illegal rubbish dumping / dumping in public bins	3	2.7%	5	0.4%
Hard rubbish	5	4.4%	4	0.3%
General negative	3	2.7%	34	3.0%
Other	25	22.1%	59	5.2%
Total	113	100%	1,144	100%



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

<i>Comment</i>	<i>Number</i>
General rubbish collection should be weekly at no extra charge	5
Hard rubbish collection services must be offered twice a year	4
Improving the frequency of collection should be prioritised	4
During holiday season, Council can increase the frequency of collection	3
General rubbish collection should be weekly	3
I cannot afford to pay anymore for the rubbish to be collected, I have a big family and I want the services back to weekly	3
It's very good / pretty satisfied	3
More information must be provided regarding what goes where, why recycling is done and how, and how is the system beneficial / important to the society	3
No extra charges	3
Compostable bags is an excellent idea but should not ask for money	2
General rubbish collection should be weekly, we paid our rates, but fortnightly collection is not good	2
I should not have to pay additional money to upsize or order additional bins	2
Please make the bins bigger, overflow of rubbish	2
Purple bin is not used so much, it's kind of a waste of money	2
Soft plastics should be allowed to be included in the recycling bin	2
The rate payers should have been consulted first prior to make decisions	2
We need compostable bags for green waste bins as it gets really annoying to clean the bin so many times	2
All bins must be standard - right now some lids are different, and it is confusing for people coming over here from other Councils	1
Aluminium caps should not go into landfill	1
Avoid rubbish collection during school or work time in the morning	1
Be more respectful to the rate payers and ensure to provide the right price according to the services	1
Better clarity and information regarding hard waste collection services required	1
Can introduce more recycling options for other plastics	1
Clarity on waste transfer recycling centres must be provided	1
Concentrate on rates, rubbish, and roads	1
Council must encourage manufacturers to make packaging in line with Council collection policies	1
Council needs to act together and start listening to the community	1
Council should concentrate on footpath maintenance because there are lot of uneven footpaths which have bad impact on the elderly	1
Councils been very innovative with their new plans	1
Did contact Council about reducing general waste, response was inappropriate. The mayor suggested I make changes to my personal hygiene	1
Did not get a calendar in the mail, had to download one	1
Do not like that now residents have to manually separate everything	1
Do not pay attention to pensioners needs, do not want to hear issues with the neighbours and littering	1
Driving out in early morning I see people with plastic bins	1



Educating people to let them know how to put the rubbish correctly is necessary	1
Food and garden waste is unhealthy and disgusting	1
For majority of people, sharing the glass recycling bin is a good idea	1
For the green waste bin there should be compostable bags provided	1
Get rid of putting food in the green bin	1
Good change and we like it	1
Green bins are useless, never use it	1
I do not want to pay for the bins being collected and we shouldn't be paying for rubbish anyway	1
I have a wind farm and all our food scraps go there; we only have garden waste	1
I prefer the previous service, rubbish weekly, green waste, and recycling fortnightly	1
I want to congratulate the Council on this initiative	1
I'd like to put tetra packs and aluminium packs and aerosol cans in the recycle bins	1
I want to see an e-waste program like batteries	1
If they can collect more plastic, it would be great	1
If you got issues with what we are putting in the bin, then be more specific rather than just a generic flyer	1
Implementation of new services but by managing the costs well	1
Increase the size for carparks bins	1
Information regarding disposal of batteries and other things must be provided	1
Introduce soft plastic recycling fortnightly	1
It should not be a privilege to get the residential waste collected. Hence, the Council, must avoid charging extra for bin collection services	1
Just collect the bins	1
Leave it as it is and leave the price	1
Lids are not replaced when asked to	1
Many constructions around the roads, should be more careful of safety concerns	1
Maybe sending people to go and check sometimes is helpful, like other Councils	1
Passers-by put their rubbish in the bin when kept outside	1
People throw hard rubbish on the street in the Laverton area, and this makes the area look bad	1
Quite often, the people put wrong things in recycling	1
Ratepayers also suffer the financial burden. I think we already paid enough; Council should use money wisely	1
Rubbish and recycling bins are too small, we must use the Council bins outside, which causes the overflowing	1
Should change everything, make it simple	1
Should not be any additional costs is already too much and need either bigger general rubbish bin or weekly collection	1
Skip the personal questions, if it's about bins, ask about bins	1
Sometimes beggars hanging out, monthly collected purple bins might be dangerous	1
Sort out shops around Gibson's Bay shops	1
Start with business than start with the households	1
Stop being money hungry	1
The Council should offer a bin cleaning service, particularly for the food and waste bin	1



The rates of the Council are already too expensive and plus now there adding more cost with this horrible system that they just implemented	1
The recycling machine should separate plastics on its own, why do we need to do it manually sometimes	1
There are 11 units on a single block, hence on the day of collection for purple bins, there are too many bins on the nature strip, hard to accommodate them all together	1
Too much hard rubbish on the nature strips	1
Wax paper and polystyrene in the yellow bin	1
We could do more doggy poo bags being collected in the public areas	1
We like to know more about street cleaning service what day it happens	1
Wellington Pde has overflowing garbage in rubbish bins (residents and business bins)	1
When they empty the glass bin, they should make sure they do not throw the glass on the road	1
Why did the Council scrap the vouchers, Wyndham still has it	1
Would like the drivers to be careful when they are placing the bins back on the nature strip	1
Total	113

General comments

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey

(Number of total responses)

<i>Comment</i>	<i>Number</i>
<i>Online</i>	
<i>Good service / support for initiative</i>	
Generally happy with the kerbside collection service	11
All good, happy with the current service	9
Congratulations, I think it's great	9
Happy with overall service / keep up the good work	8
I think overall this service works well.	7
Doing a good job / happy /satisfied / excellent	6
I love the new service. Great work and we'll done to the councillors involved in getting this into the community	6
I thank Hobsons Bay for their leading initiatives in rubbish	6
Great work / keep up the good / excellent service	5
I am happy with the kerbside collection as it is currently operating.	4
I am satisfied with the current service	4
I support council trying to reduce waste	4
Council is doing a wonderful job with this important initiative	3
Good job keep it up	3
Good service	3
Great service. Thank you very much	3
Happy with current kerbside collection	3
I think it has been a positive change and I am happy with the current service. I do not see a pressing need for further change	3
I think the new system is excellent - the 4-bin system that separates materials is good	3
Collections are fine	2
Fantastic initiatives	2



Glad to have reduced the rubbish component so much with the food waste	2
Good effort at separating more waste from going to landfill	2
Great effort. Please keep it going. Very proud to live here	2
Happy that council made the changes	2
Happy to help the environment and do whatever is needed	2
I am rather satisfied with the current service	2
I applaud Hobson's Bay Council for making brave decisions about reducing waste. I think it's easy for local government to take make 'safe' decisions and stick with the status quo.	2
I think our kerbside collection services are currently working for the majority of the community.	2
A good initiative. Keep working at the environmental side	1
A good service provided by Council overall, but room for improvement	1
A good service. Attentive to replacement of bins and missed collections. Well done	1
A very good initiative. Exactly the kind of services that councils should be delivering for its citizens.	1
Absolutely amazing effort to implement the four-bin policy and encourage residents to fall in line.	1
Adapted to the system ok, any further changes to help with environmental concerns would be progressive to our future.	1
All good, it's about time Australia came in line with what Germany was doing in the 1980's.	1
Always very efficient and drivers courteous. It's obvious that some ignorant people put unsuitable items in their recycling bins.	1
Am satisfied with the Council's kerbside collection	1
An efficiently run service. Keep up the great work Hobson's Bay Council. PS: I do not work for the Council or know of anyone that does	1
An excellent initiative, stick with it	1
Anything you can do to minimise landfill	1
Appreciate all the initiatives and programs run by the Council, and the help they always provide in a friendly, personable, professional, and efficient manner, whenever I have had any issues. Thank you all so much.	1
Appreciate the initiative, something needed to be done	1
As a single person, I'm more than happy with the service, as I don't fill any bin within a collection cycle, and if I forget to put a bin out and it is too full by the next collection that's my fault and I store the excess until the bin is emptied.	1
Basically, very satisfied.	1
Been very happy with the changes, want to see them continue. Love to see smart recycling and reduction of carbon footprint.	1
Big fan of the new program. I understand the challenges with compostable bags. If this can be overcome this would be great.	1
Big shout out to the actual garbologists, I've seen them manually handle bins where necessary and pick up overflow from bins.	1
Both my neighbour and I (same block with 2 houses on it) love the system and often don't even need to put the landfill bin out.	1
Changes to kerbside recycling have been great. Council should continue to lead in this area of sustainable living.	1
Completely support recycling initiatives - glass, plastics, paper	1
Comprehensive as is	1
Continue with a strong focus on reducing our impact on the environment	1
Council, please don't be bullied to dumb down the environmental initiatives. People need to learn	1
Doing a great job, hopefully other councils will soon follow your lead	1
Don't listen to the boomers complaining on Facebook, you're doing a great job!	1



Don't bow to the pressure of a few loud mouths who fear change, keep it as it is now.	1
Don't change the system. It works fine and complies with recycle rules. I'm happy	1
Don't change what is working	1
Don't know what other areas of Melbourne are complaining about. HBC's system seems to be working	1
Drivers try to do an excellent job and do their very best to collect bins	1
Drivers work hard to make sure they get every bin, not always easy. Thank you	1
Excellent initiative. Well done	1
Excellent overall - HBCC were very brave in going with the glass bin but 6 times per year is likely to be enough.	1
Excellent service - Friendly service from vehicle drivers I have seen get out of the vehicle to move bins to access them & clean up rubbish missed landing in the right place!	1
Excellent service - hope it gets better and bigger somehow!	1
Excellent service. Please don't let the loud voices of a few, stop a wonderful initiative by Council. Elected members should represent everyone	1
Fine with us. Thank you	1
Forget the haters... keep up the good work! I think this council is leading the way. Keep it up!	1
Generally, consider that the collection contractor is providing a good service	1
Glad it was brought in	1
Glad to see environmental issues are being addressed this way	1
Good luck!	1
Good on you for making the change	1
Good on you for trying to improve the sustainability of Hobsons Bay	1
Good process has been made, but there is room for significant improvements to be made to ensure that generations to come have a habitable environment to live in (and, for the council, ratepayers to pay rates).	1
Good start to a recycling collection program.	1
Good to see that Council is actively trying to improve waste recycling efficiency. Hope feedback will enable fine tuning!	1
Great initiative and supported	1
Great initiative from the council and it would be interesting to see the benefits of this i.e., how much waste reduced, how much has been successfully recycled etc on a quarterly basis.	1
Great initiative, after some rewiring, we are in a good Rhythm with food waste and the different bins. At least the council is trying to create a better way of dealing with waste to help the environment.	1
Great initiative, well executed, great and simple information for households	1
Great initiatives and comms around it	1
Great job - keep it up. It can only continue to get better	1
Great job in being proactive after the recycling crisis, consulting community, & communicating widely to educate people on the changes. Keep up the great work	1
Great job on implemented all these changes and dealing with all the whinging people that can't handle recycling.	1
Great job pivoting so quickly at start of recycling crisis... should be proud that led sector response.	1
Great job to you all. I think you have done extremely well!	1
Great job. Like to continue to recycle wherever possible, even if it's not always convenient to me.	1
Great leadership in the multi-bin system, many of my friends in other municipalities are only just starting this.	1
Great service, and good communication and information about it and any changes	1
Great start	1



Great that the council is committed to recycling and minimising environmental impact of waste.	1
Great that the council is looking at local options and reducing amount going into landfill. Thanks	1
Great to do the review. Reducing waste is so important, and I feel the majority are on board with the approach. I think our rates are cheap!	1
Great to have a service that works!	1
Great to hear that waste going to landfill is reducing- keep up the good work	1
Great you are constantly thinking about this	1
Happy with system we have now	1
Happy with the initiative. Great for making recycling efficient, overdue in Australia	1
HBCC is doing a terrific job with its kerbside collection service.	1
I am all for recycling and am happy that people are being encouraged to recycle	1
I am encouraged that the Council has an obvious concern and strategy to deal with waste and the environmental consequences of our waste disposal.	1
I am generally supportive of current system. I think the concept of reducing landfill is commendable	1
I am happy with the changes and hope to see more changes in future to reduce environmental impact	1
I am overall very happy with the Council's waste reduction initiative and would now like to see it expanded to Hobson's Bay high traffic Üblicherwise spaces.	1
I am passionate about managing our waste and recycling. Thank you for all the changes you have made. I hope we can keep going further for the future of our environment and our children.	1
I am very happy with the changes made. It has made our household more aware of products we are buying to ensure the packing can be recycled.	1
I am very supportive as I care about sustainability. Hobsons Bay's collection service is excellent, and I believe requires no/minimal changes.	1
I applaud Council for tackling the environmental issues and trying to reduce the amount of waste going to landfill	1
I appreciate HBCC leading/piloting this initiative	1
I appreciate the efforts of Hobsons Bay Council to be more aligned with the needs of the environment	1
I appreciate the opportunity to provide feedback. Thank you	1
I appreciate the scale of the problem, and the various cost and political pressures on Council from all sides. Well done to Council for making a serious effort to reduce waste. The green waste system is a very welcome development.	1
I believe it's been a great first step in the right direction towards reducing landfill and increasing recycling.	1
I believe the changes that have been made to bin collections and what goes in them has been very encouraging toward a better environment	1
I believe they are doing a commendable job and working for the community as best they can	1
I commend council's efforts to reduce landfill. The new bin system has improved my already keen awareness.	1
I commend HBCC for leading the way in minimising HBCC waste and for educating residents.	1
I commend the efforts of the Council to address recycling. I expect that what is being done is not popular with all and hope that it is popular with the majority.	1
I consult in the waste industry and have worked with Nillumbik and others on service modifications from 2000 - 2017 and welcome a meet and chat about how council can refine its services. My details are *REDACTED*.	1
I don't mind the system	1



I doubted I would use the app as much as I do. It's my only source of waste collection information.	1
I find the app useful so I can check each week which bins go out. If you were to use more specific bins in common areas, you would need large stickers on each bin showing what can go in.	1
I have appreciated the efforts council have made to minimize our impact on greenhouse gases and landfill.	1
I have found it easy to adapt with a little bit of thought and effort. Unfortunately, we have lazy and selfish people in the community who don't care.	1
I have had no issues with the new system	1
I have no major complaints with the collection service. We are producing such a small amount of rubbish that we don't need a 120L bin.	1
I hope you continue to improve recycling and landfill waste reduction	1
I hope you do what is best for the environment, rather than listening to the vocal minority who want to go back to the old days.	1
I know some people haven't been happy with the service, but I think Council did a great job.	1
I know there are a lot of criticisms of the service on social media and while we have also found having rubbish collected less frequently challenging, we understand this has been done to reduce landfill and fully support this.	1
I know there has been negative feedback but personally I am glad that council has taken this initiative and I hope it continues to improve.	1
I know you are trying to do your best	1
I like it. At our unit complex we were a bit overwhelmed with the number of bins, but that was quickly sorted.	1
I like separating glass	1
I like the app that shows which bins go out each week.	1
I like the four-bin system, I rarely put the green waste out as I have a worm farm and compost pile so I compost all the waste. I only use the green bin for extra garden clippings.	1
I like the idea of a food scrap bin	1
I like the new system particularly the lower production of waste that can go in the green bin	1
I like the weekly garden waste collection.	1
I liked what you did with checking on recycling bins and advising those who were putting incorrect items in their bins.	1
I love that council is trying	1
I love that Hobsons Bay's recycling is going to local contractors and recycled into products.	1
I love that it is making people recycle more and reduce amount going to landfill	1
I love that the council is providing the services	1
I love that you are tackling this issue by concentrating on real recycling	1
I love the food waste green bin - it's fantastic	1
I love the new system	1
I love the new system and appreciate the enormous work that has gone into helping the community through the learning curve.	1
I love the options about bigger bins - ours are always overflowing!	1
I strongly support any initiative to reduce landfill and increase recycling.	1
I support and commend council for implementing the more environmentally sustainable waste system.	1
I support Council to try to protect our environment	1
I support the introduction of recycling bins in public spaces	1
I think Council has been doing a good job	1



I think it is a great initiative, please keep up the good work, and don't let the vocal negative people stop this positive change.	1
I think it is a positive move in the right direction with the new collection method	1
I think it is a step in the right direction	1
I think it is a way forward to make us all think better about recycling	1
I think it is great that the council has options and trying to limit our effect on landfill	1
I think it mostly works well, at least for my household	1
I think it works quite well.	1
I think it works well, although at present we only have one child. If we were to have another child, we would have to upsize to a larger bin (nappies!).	1
I think it's a great idea to have separate bins and I commend this initiative. I have no complaints about the collection service.	1
I think it's great council are taking initiative to reduce environmental impact of our lifestyle. I think council need to be creative in how they get information across to residents. Have people stationed in shopping centres, school info etc.	1
I think it's great that council are on the front foot to maximise recycling. I would be happy if more things could be recycled but know it's an issue of the industry being here as opposed to council.	1
I think its great that the council value recycling	1
I think it's working really well, and I congratulate the Council on being early adopters of the recycling model.	1
I think the current fortnightly waste pick up is the best thing	1
I think the current system has been a progressive step and should be maintained	1
I think the current system is a good start and with a few tweaks it could be great	1
I think the current system, including frequency and sizes of bins works very well for us	1
I think the environment is important and should focus on reducing waste, and get recycling rates up	1
I think the four bins are a good idea	1
I think the initiative has been a great improvement	1
I think the initiative was needed	1
I think the new changes have worked well. I think the collection schedule is very adequate. On the whole, a pretty satisfied customer!	1
I think the new initiatives are beneficial. Not everyone gets on board initially, but most will gradually come around (including my partner)	1
I think the system works well for those who understand the purpose and care about making a difference	1
I think they all do a fantastic job	1
I think this is a great initiative. I'm very passionate about changing my own and other people's behaviours to be more environmentally friendly.	1
I think we are one of the first in Melbourne to have the four bins. Well done!	1
I think with some refinement the bin system could be fantastic	1
I think you are doing a good job and heading in the right direction	1
I think you are doing a wonderful job at reducing landfill and maximizing recycling- way ahead of most other councils in Melbourne. Well done and thank you for your efforts!	1
I think you do an awesome job	1
I think your truck drivers do a great job, Thank you	1
I thought the information materials that came with the new bins were fantastic and very easy to read and clear to understand. I also found stacks of info on your website	1
I value this council service and hope it is successful in managing and reducing land fill and emissions etc. thanks to the council for adopting this	1



I want to commend council on taking this step to responsible waste management. There are so many challenging people in our community who can't see past themselves and their own convenience to understand the value in taking care of the environment.	1
I want to ensure that I only put recyclable items in and do not create concern at the delivery end	1
I was proud that Hobsons Bay introduced this system Ahead of other councils. I love it!	1
I welcome Council's initiatives in becoming more environmentally focussed	1
I would encourage council to continue with its forward thinking plans about reducing waste by either sending products to recycling services	1
I'm glad recycling is a priority	1
I'm glad you are trying to make a difference to the environment. I'm just a bit sad not everyone appreciates it	1
I'm just hoping we can recycle more. It would be easy if we see a recycling	1
I'm quite happy with the current arrangements	1
I'm satisfied with the services and think they work well	1
I'm sick of people whinging about the changes. People should be reducing the amount they send to landfill to protect the environment	1
I'm very happy with the changes you've made	1
It's a great initiative and I'm proud Hobsons Bay is leading the way on this!	1
Thank you for your efforts to improve recycling of waste	1
The streets / area suffers when rubbish is not picked up regularly enough	1
Total	296

Collection frequency

Collect the general rubbish weekly at no additional charge	43
Bins need to be collected weekly. Residents should not be charged	15
Collect dark green rubbish bins weekly	4
General waste bins be emptied weekly to ensure the minimisation of smell and attraction of rodents/pests (especially in summer)	3
Happy to pay \$40 per year for waste collection weekly	3
240L bins at weekly intervals of collection will better service the community to adequately provide for responsible garbage disposal and tidier streets post emptying of bins, of course at no extra charge - service with a smile	2
Fortnightly collection of small bins for rubbish is very poor	2
Some bins need to be collected more frequently	2
Better mixed recycling and more frequent pickup is key	1
Can we please have a large bin or a weekly collection	1
Food scraps in with garden waste is a health hazard.	1
General waste should be back to weekly This is what this community needs Every suburb is different	1
More plastics need to be recycled. Truck drivers need to empty the bins properly. no spillage, replace bins properly	1
my only request is to either increase the size or frequency of collection for the general rubbish bin.	1
the only problem I see that the green should be 240LT and emptied every fortnight	1
A fortnightly collection of a small general rubbish bin is insufficient for even the smallest households	1



A weekly general rubbish collection would be much appreciated. Regarding green bin with compostable waste, we have our own compost bin so only use the green bin when mowing the lawn	1
Absolutely hate the fortnight collection of rubbish	1
As previously mentioned, reduce rubbish lying around the streets and reduce illegal dumping by collecting bins weekly.	1
Basically, I think the system is good but I can see difficulties with household with three + children with the fortnightly rubbish collection. Could a system be devised whereby households struggling with room in their bins could go to a weekly pickup?	1
be practical. The current bin system is not working as everyone needs their general rubbish bin emptied weekly. The accumulation and dumping of rubbish	1
Better big bins	1
Bin smell after collection in summer was awful when walking down the street perhaps weekly bin collection over summer months could be an option	1
Bins are overflowing and are taking to much space in our small courtyard. Smaller bins and more regular pick ups needed	1
Bring back a weekly general waste collection. We are not all unit dwellers with no kids. Families create waste, ratepayers pay to have household waste managed, give ratepayers what they want	1
Can recycling bin be collected every week around holiday season? Certain times of year it fills up while others are ok. My partner would like compostable bags, but I am happy without them. thanks for the opportunity to provide feedback :)	1
Change recycles to weekly	1
Collect every bin weekly at least during summer	1
Collect my general rubbish weekly and stop the virtue signalling and get back to what I voted the Councillors for - Rates, Roads and Rubbish. Stop wasting my rates by investing an additional 3.8 million dollars in the roll out of this idiotic recycling 2.0	1
Collection of rubbish bins more frequently around pathways walking tracks beaches especially during summer months as there is so many overflowing smelly bins around and more poop bags located where bins are	1
Combine the glass and yellow recycling bins and have a weekly pick up	1
Could get away with having a smaller green bin if collected more frequently through spring and yellow bin should be collected more frequently over Christmas	1
Council should collect rubbish as previous at no extra cost. Build a garbage incinerator in partnership with others	1
current size capacity and frequency of collection adequate for the volume of waste generated by an average household	1
Don't make the standard size of any bins larger than the small 120L size. Storage space is an issue	1
During winter you don't mow the lawns that often, so the green bin doesn't need to be picked up weekly, but the recycling bin needs to be done weekly more people are recycling, its not rocket science.	1
Fix our rubbish problem, changing to fortnightly collection doesn't work	1
Food waste, dog poo, nappies to go in general 120l bin weekly due to smell	1
Frequency and size all good accept glass that takes too much space for amount of glass recycling. Is a curb side wash of the green bin an option? I would pay for that and would prefer than individual bags for caddy	1
Frequency of collection for recycling bin badly needed. Larger glass recycling bin also.	1
Garden/food bins should be collected weekly. The smell in summer is awful	1
General Rubbish needs to be collected weekly... even if it's the smaller size bin	1
General rubbish weekly 120L Green 240L 2 weeks, as it is mostly grass clippings when it is used. Recycling 240L 2-week, Glass, 120L or smaller 4 week, as m	1
General should be weekly at 240l Mixed should be fortnightly at 240l Get rid of glass - doesn't seem that some people use it effectively....	1



General waste bin is too small to be collected fortnightly	1
General waste bin needs to be increased in size for fortnightly collection at no extra charge as rates should cover this.	1
General waste collected fortnightly is unhygienic and disgusting	1
General waste collection to be weekly would-be huge benefit. Comparable bags would also encourage more food waste to be put in green bins, currently most food waste goes in general waste.	1
General waste if 240lit fortnight is fine. If 120litre weekly is good	1
General waste needs to be brought back to being emptied weekly at no extra cost for the households as the rates we are paying are high enough!	1
General waste should be every week and purple bin should be every two weeks. Purple picks up every four weeks makes the bins too heavy and potentially dangerous for older people	1
Get back to weekly pickups on red and yellow bins and make them smaller bins. Small green bins fortnightly, small purple bins monthly.	1
Give us weekly rubbish collection at no additional cost and reduce the frequency of the green waste and yellow bin to reduce the costs.	1
Glass bin needs to be collected more frequently	1
Green and red bin stinks after a week. Pick up weekly please.	1
Green bin collection needs to continue weekly. Keep up the good work!	1
Green bin is nowhere near large enough. If larger it wouldn't need to be collected every week and hence, no extra charges need apply	1
Green bin must stay	1
Household rubbish weekly is better. To stop dumping of rubbish in places like Altona pines	1
I am not in favour of less garbage collection because for some families there is literally so much rubbish	1
I am very dissatisfied with having general waste collected on a fortnightly basis. It smells, attract bugs and vermin and is unhygienic. I have opted to pay for a bigger red bin	1
I believe that the red lid bin should be picked up weekly. The little green lid bin picked up fortnightly. The yellow bin to have more options of items that can be collected. The glass bin is a complete waste.	1
I believe the general waste bin, should be collected weekly, especially for families going through a lot of nappies and general household waste.	1
I do think the general waste collection should either revert to weekly or fortnightly with the larger bin size	1
I feel like yellow bins should be collected weekly	1
I feel returning to a weekly general rubbish system and allowing more types of plastics/items in the recycling will make for a far more effective kerbside collection service	1
I need more regular collection of yellow bins and red bins. Compostable liners would be great to combat smells and pest.	1
I think I covered it in the survey, but a small general rubbish bin every 2 weeks is insufficient	1
I think if you increase everyone's bins to 240l, the fortnightly collections will work.	1
I understand people with babies and lots of nappies to dispose with may prefer a weekly service	1
I would like a 120L yellow bin.	1
I would like to request either the general waste bin is collected weekly, or a free size upgrade is offered please.	1
I would like to see recyclable collected weekly and glass fortnightly. I would also like to see a cloth nappy rebate implemented in Hobsons Bay	1
I would prefer a weekly general rubbish collection and still think the purple bin is too big for the needs of most households.	1



Recycling needs to be collected weekly	1
Recycling to be weekly	1
The challenge is to cater for individuals' requirements - i.e.: we have 2 kids in nappies and there is no way a fortnightly collection of a small bin is suitable.	1
Total	143

Confusion with separation rules / greater education

Confusion as to what bin to put our in what week	10
Confusion as to what exactly can go in a bin i.e., not all paper can go in yellow bin	8
Need to increase education	5
Keep up with educating residents on the benefits of recycling. New stickers (for inside lid of bins) of what can be placed in the bins would be helpful	1
A new calendar for collections is useful but you get used to what happens each week	1
A Welcome pack should be sent to new people who move to the area explaining everything about what you can do and can't	1
All good - at the end of the day it is about educating the public to do the right thing (and most people do). Perhaps if the council could demonstrate by doing the right thing costs fall /revenue increases, so rates fall?	1
Any future changes need to be clearer. In the initial introduction several elderly neighbours struggled as they do not use internet etc. to receive information	1
as I live in a retirement village, I feel it would be less confusing for residents if the general rubbish bins all had red lids	1
As per last comment, might be worthwhile placing a sticker on ins advising what items (particularly plastic numbers) are accepted in the bins	1
Better recycling starts with better, clearer labelling and council should push for clearer labelling as well as considering the type of collection services	1
Confusing separation rules, e.g., plastics with this number not that number, it's difficult to read the symbol on these containers let alone the number.	1
Consider public health in relation to garage collecting in a bin for a fortnight. Make it clearer in terms of what can go in bins. Poster for garage, stickers for bin. App you can scan a bar	1
Contamination of the mix recycling bin might be reduced if residents were more aware of the other recycling programs available to them for items not appropriate for kerbside collection. Examples: Louis Joel Art Centre - can drop off	1
Continue to educate population re appropriate way to recycle. Found the data re how we are doing as a suburb very interesting	1
Council might like to 'educate' people to respect other people's bins, and not use them without permission. Sick and tired of 'dog owners' dropping 'dog poo' in private household bins, not belonging them, as though they have a right to do so.	1
Do as much education as you can	1
Don't change it to suit the noisy minority but do spend more time educating people about why managing waste well matters.	1
Educate residents on making sure they don't over fill bins. Make sure that lids are down on rubbish bins.	1
Educate the public not to throw their dog poo bags in our bin before we get a chance to bring it in after being emptied! Last week someone put it in our recycle bin, now we have it in our general rubbish bin for the next week.	1
Education on the yellow bins is still required due to high contamination.	1
Good incentive to reduce landfill and assist with good recycling. I believe that people mostly do not know how to recycle properly, e.g., used pizza/ food boxes in yellow bin.	1
There is little detailed education about good recycling. Thank you.	



I am disappointed that many citizens can't be bothered to recycle as much as possible and don't see that improving the environment is in everyone's interests. I would also like to see more oppo	1
I am unclear about just plastics can go into the yellow bin. More detail needed, and a broader range of plastics	1
I hope you can maintain your patience and all the education as its an important area, but you are dealing with humans , and I think it will take a long time for any changes to be habitual and accepted to some souls	1
I sometimes see my older neighbour put the wrong waste in the wrong bins and I'm disappointed she hasn't been pulled up on this. She sees the big recycle bin as a big bin to put more general rubbish in. Some regular letters drop/education would be helpful	1
I still don't understand why people in my area don't put items in the correct Bins.	1
I think some clarification on what can go into the recycling bin would be good. Can we put plastic lids in, can we put butter containers in etc. There seems to be difference between municipalities.	1
I think that having a liaison officer who explains the system to NESB and older people might be of value- some people need 1:1 education.	1
I think there needs to be more thought about the mixed recycling - maybe at bin wrap that easily identifies what can't be put in	1
I think would be a great idea to make it compulsory for people to undertake face to face 'learning sessions' to learn more about the types of bins, what can be put into each bin, how the recycling works, its	1
I wish there were some way to make recycling less complicated. People are still confused	1
I wonder if nut shells can be placed in the food bin. I assume that they can. I think that perhaps we do need to be reminded what goes into what bin. As one can forget to enquire with Council.	1
I would like more information regarding recycling. By listing supermarket products that do not use recycling material. Instead of saying coated and wax paper and cardboard	1
I would like to know which bin spray cans go.	1
I would like to see a much more targeted education program for recycling. I think most people would get the green waste an	1
I would like to see more community education on what goes in what bin as many people seem to be confused	1
It is still very confusing around some items; I hope council are actively seeking to find more recycling opportunities. More e-waste and chem waste dates would be good	1
Some people still need to be educated on what goes in which bin. Also, allowing lids into the yellow bin would create less landfill	1
Sometimes an item can't be found in the recycling app to see	1
Wondered if you could help educate people	1
Total	61

Bring back old system / get co mingling / get rid of this system

Bring back weekly general rubbish collection	17
Go back to the previous system	8
Bring back the rubbish collection as it was and stop wasting money	2
Bring back general waste to weekly like it used to be and do not increase rubbish collecting in rates and the rates are too high enough as it is. Council needs to learn not to waste money on silly projects that don't help community	1



Bring back the bin collection system it was! This is a first world country and I do not pay thousands in rates to store human and animal waste and have smells wafting due to people who don't even this in the shire making such HUGE changes	1
Bring back the old system with 240l bin size and weekly collection	1
Bring back weekly collection for general waste and stop looking through people's bins.	1
Bring back weekly collection of general rubbish or provide the bigger bins free of charge for fortnightly collection	1
Bring back weekly rubbish collection. More bins on streets for doggy poo	1
Council needs to revert to providing a weekly general waste collection and fortnightly FOGO collection - if residents require a larger bin or compostable bags for any of the services then an add on charge to those residents should be applied	1
Currently systems don't work well for my household. I prefer old system which is better for us	1
Do not change	1
Get a contractor who can sort co-mingled recyclables	1
Get your act together and source contractors that can recycle all the current items that can be recycled. This is mainly plastic bags and plastics	1
Go back to the two-bin system general rubbish and Recycling and stop wasting rate payers money by implementing programs that don't work.	1
Go back to the way it was, with weekly general rubbish bin collections and mixed recycling with glass	1
Go back to weekly rubbish pickup. No one had any issues! Why 'fix' something that's not broken	1
Greatly prefer the previous kerbside collection service where all bins were emptied each week if put out on kerbside	1
Horrible system without any practical thought to the user end. Governments are meant to work *for* citizens & meet their needs, not bend citizens to their agenda. Do better.	1
I think there are too many bins, I think three bins should be enough, Rubbish, Green bin, and paper plastic metal glass all in one bin	1
Total	44

Glass bins

If there's a way to include glass in the recycle bin and get rid of the purple that would be better	1
Ditch the purple bin	1
Drop the glass recycling bin, recycling should all be in one bin,	1
Everything is good. Our only problem is that the glass bin is not big enough/collected frequently enough for our needs. We do fill it fully every fortnight and haven't worked out how to dispose of the excess glass which we have.	1
Get glass waste right	1
Get rid of the red bottle glass bin - Go back to 3 bins and collect general rubbish weekly	1
Give household option to use purple bin. We don't have any glass waste	1
Glass bin is not successful	1
Glass Bin optional and bring back at NO EXTRA Cost Weekly Collection of General rubbish	1
Glass bins should be emptied fortnightly	1
Glass collection is deafening and scary broken glass on street Lining for food bin, it stinks. Clearer explanation why certain glossy box can't go in recycling	1
Glass collection to not drop glass over road, take care when emptying - Make Red bin 240l free to everyone or only like a \$20 extra fee	1



Glass collection truck drops glass on the road at every pickup.	1
Have you thought about bottle banks placed around the area, so people can go and put their bottles in as well?	1
I hate the glass often left on the road on glass pick up day that's a danger to animals. Quality control by a separate monitoring company would be a good initiative.	1
I like the recycling bins for glass and green bins a lot, but we have too many glass bins and too little general waste bins - the balance is not quite right. We also had bins stolen several times	1
I rarely use my glass bin and we shouldn't have to pay for a general waste upgraded bin after June. I like the idea of the paper bags for food waste but not at an additional cost.	1
I think the glass collection is not frequent enough at 4 weeks, I	1
I use a lot of glass products so mine is full after 1 week. The other bins suit me fine as I live alone. Not one system is going to suit all households. Maybe give each household an option and get charged on frequency of pick up	1
Total	19

Bin size

Consider increasing bin sizes to larger families and more frequencies of pick ups	3
Get bin size and frequency right	3
4 bins are too much for small properties	2
All household regardless how many in the house, should at least get the free bin upgrade	2
As a priority we need a larger general waste bin fortnightly collected, or perhaps the current 120 weekly collected	2
Because general rubbish is collected every fortnight. The bin should be 240l size.	2
120 l fortnightly landfill bin is inadequate for a 4-person household that utilises all bins correctly. Councils' threshold for a free upgrade should be lowered for such households	1
4 bins seem excessive for each household; are there any other options? i.e., take glass recycling to a facility for a refund?	1
As 2 adults and a large compostable bin we are ok with current services, but when we had 3 adults and some short-term visitors we struggled with waste and recycling bin levels	1
As we are a two-person household, we would like small (120L) bins.	1
As with upsizing of bins or families, I would love the option for downsizing for single person households.	1
At 96 l can best manage small bins	1
Concept is terrific but need to upscale general rubbish to 240L bins collected fortnightly.	1
Current bin sizing is inadequate for normal homes in the area	1
Enough rates are paid already for council services larger bins or extra bins should be free as residents now have to sort rubbish for council	1
General rubbish size needs to be look at and compared with household size. Family of five has the same bin size as a couple. Our family of course will always fill bin and overflow compared to a couple. It shouldn't be an additional cost.	1
Give me a 240-litre normal rubbish bin	1
Give me a bigger general waste bin or a weekly service!	1
I have a 240l green bin , it is just 1/8 full every week and would like downgrade to standard 120l bin. Thanks	1
I need a bigger waste bin. Please learn to read and understand my request and don't make any changes without asking the ratepayers first!!	1



I really think the upside to 240 l bin in the red bin is a need	1
I think council should supply the large general waste bin to all apartment blocks where bins are shared at NO EXTRA COST!	1
I think it is a mistake to give people the option of 240litre rubbish bins. We should be actively finding other solutions for those that request them. Keep up your leadership on reducing waste and recycling. Some people need it imposed on them.	1
I think the 120L green bins are too small, but it may not be necessary to be a 240L either. Maybe look at community recycling for glass instead of individual bins. Soft plastics need to be added to recycling as well	1
I want all my bins to be the same size, smaller size. The yellow bin is too big. Makes the garden look ugly.	1
I wish I could keep the 240L general rubbish as I must swap it back by June, which is a bit challenging for me as 240L was always full fortnightly.	1
It would be convenient to have a larger landfill bin	1
Please also provide bigger bins in areas of high usage/traffic as the bins often overflow after weekends or public holidays	1
Standard 120L green bin is too small for a detached house. The general waste bin is mostly enough, just occasionally too small.	1
The main areas for further improvement are to consolidate the number of bins (i.e., reduce number of bin), increase size of bins, and to absorb costs (i.e. no trash tax).	1
There are sometimes in the year when I could do with a larger green bin, but I can cope with the current one. No, NOT do away with the food and garden bin collection!	1
Would just be great to have more capacity for general rubbish and to be able to reduce the smell and mess of green waste. It's too smelly to use our caddy inside and we are always washing rotting food out of the green bin.	1
We need to upsize the general waste bin (red lid) from 120L to 240L.	
Total	40

Rate increase / extra charge

Dislike extra charges for larger bins	3
I find it troubling rate payers are having to fit the bill for additional bin collections, previously we did not have the overheads in collecting four bins. Bring back weekly collection of bins, with no increase to services cost.	2
Any changes to the rubbish collection should not be borne by increasing Council rates. The Council could economize in many ways, especially in staff employment	1
Bring Rate cost down instead of up. You base this on value of our property, but your valuation is always considerably more than the bank valuation. Unfairly calculated in your favour	1
Council needs to consider the following issues with respect to residents not being happy with their kerbside collection services: - Asking residents to choose a larger bin at an extra cost p.a.	1
Council needs to listen to its rate payers. Stop putting rates up you greedy arsehats.	1
Council rates are ridiculously high in comparison to what they provide to the ratepayers	1
Council should be about serving its constituents.	1
Council should under no circumstances increase rates for kerbside	1
Disappointed as pensioners I had to pay an extra \$95 yearly for a 240 Red lid bin because we are a couple but other residents got it for free the first year.	1
Disappointed that we had to pay to upsize the general rubbish bin due to your decision to collect fortnightly	1
Do no charge people more for greater frequency of collection. That's not right. Charge for larger bins where necessary to offset costs for more frequent collection	1



Don't want to pay more. Consider new high-rise housing and increase in population to Altona. Blocks of units now being constructed and increase to street parking. very sad what is happening to Altona	1
Given the high cost of our rates, I find it unbelievable that you are proposing extra fees for addition bins etc	1
Given the high rates that we pay, I do not believe that there should be additional costs for waste disposal services (such as larger bins). General waste bins should be collected weekly as it is not hygienic to keep animal waste in a bin for 2 weeks.	1
Have answered all the questions above but costs of these bins should not continually increase	1
Hobsons Bay rates are very high, and we do not want them to increase further for services we do not need	1
Hopefully, this will not affect our rates too much . Still recovering from not working due to the COVID lock downs	1
How frustrating that the only option I could select for the general waste was can't say/don't know because I refuse to pay more money for a service that we used receive. In 10 years, my rates	1
I believe we pay enough in rates to have a decent rubbish collection without having to pay for upsize bins.	1
I do not believe it is fair to have to pay for the service we previously had for free. We had 240L green waste bins. We had recycling bins	1
I don't believe there has been a reduction in the cost of rates with the new waste structure. Would like to know when the savings will be passed on to the rate payers.	1
I don't feel we should be paying any more than our rates for waste collection services including the chosen bin size appropriate to our sized house , family and needs. Adding collections (quarterly) for another eve	1
I don't think HBCC residents should have to pay any extra for waste or recycling disposal as we pay a very high percentage in rates (e.g., over \$4,000)	1
I don't want to see an increase in rates if Council revert to weekly collection of general rubbish. This is something that use to occur and there was no extra charge	1
I don't agree having to pay more for a more frequent service. Our every increasing rates should already cover this.	1
I feel we are being over charged for what we get now without you imposing further costs just to change the bins.	1
I have 5 people in my household. I don't want to pay for any upsize if bins. These should be free.	1
I hope the council is not adding additional costs to the bins we already have and pay for in our yearly rates. No need to add bags and disposable bags. No need to pay for extras that are not needed it works well as it is.	1
I think the system would be perfect if the cost of upsizing the rubbish bin was reduced significantly or was at zero cost and left as a fortnightly pick up. Thank you for your efforts.	1
I understand the extra charge for a 240L rubbish bin, but there should be no extra charge for a 240L green bin, plus most people would still have one from before. We should be allowed to use our old 240L green bins without extra charge!	1
I want a better service for free. It is rude to suggest charging for a better service. Better to use rates for such an important and fundamental service and forgo excessive unnecessary playground and sports field upgrades	1
I wouldn't like to see any increase in the cost to rate payers for additional bins etc.	1
I'd like red bin collection at no extra cost & compostable bin liners for green bin at no extra cost. You can't charge ratepayers more for correcting a substandard bin collection service	1
The service provided and additional rates is not aligned with people in this suburb	1

Total

38



<i>Bin collection service</i>	
I think the contractors / truck drivers do a great job	4
I ride my bicycle around my community, and I have noticed an increase in broken glass due to overflowing glass bins on pick up days	2
Would also like to see contractors take a bit more care and place bins back on nature strip and not on the road or in driveway	1
Be careful with the bins	1
Bins not emptied a few times	1
Broken glass left on the road after emptying bins is a big safety problem to pedestrians and cyclists	1
Clean up rubbish if bin is knocked over	1
Collection truck drivers could be more careful when picking up bins, sometimes full bins are knocked over by grab arms and a mess is left on nature strip/road, even after rubbish is shovelled up.	1
Could the driver please take the time to place the bin on nature strip not on the driveway thank you	1
Drivers need to improve at placing bins back down gently on the curb, not blocking driveways etc.	1
Drivers should not set bins down on driveways . If they are out put on nature strips, return them to natures strips, not on driveways where you can't park the car when you come home	1
Ensure all bins are emptied and rubbish kept of nature strips	1
Ensure bins aren't thrown around, recycling and rubbish collected weekly with green bin	1
Ensure that rubbish is not spilt from pickup trucks when emptying bins especially broken glass in the streets	1
For bins to be left upright on the nature strip when collected. No more 'Rubbish Bin ' Police. It is an insult to ratepayers to have Council employees checking through the contents of 'private' bins and photographing contents	1
From time to time, some drivers return empty bins to the kerbside so quickly that the bins fall over	1
Get the truck drivers not to drive over the home property grass	1
Got yelled at by one of your rubbish truck drivers yesterday when he had randomly pulled over to the side of a one-way street	1
Hats off to the garbage collectors. When the bins have been overflowing and if a bag drops out when they lift the bins they jump out and put the bag into the back of the truck instead of just driving off	1
However, I do see collection trucks driving our street the wrong way, at quite fast speed. That is a peril for the community, and I would like that it wouldn't happen anymore	1
I broadly support the moves to reduce waste to landfill and separate waste types. But recent non-collection of bins puts a big dent in that support. The number 1 priority for Council must be collecting when they say they will	1
I cycle and have seen an increase in broken glass due to overflowing glass bins on pick up days. Having neighbourhood glass depots would assist many and minimise the broken glass on the street	1
I do not like having the bin knocked over after emptying (by the operator). I do not like having the lid open on a wet day if I am at work	1
I feel for the garbos having to weave and dodge parked traffic. I think you need to bring in parking restrictions on collection days so no cars obstruct the collection and drivers can finish their rounds quicker	1



I have seen the collection trucks pick up 2 bins and empty them into the same truck	1
I live near the Glass Factory, Scienceworks & Grazeland in Spotswood. Part of my weekly bin routine is picking up bottles, papers & other rubbish discarded by patrons of these sites. It is not a great deal & I don't mind doing it	1
I suggest bin collectors to be more careful not to damage the bins during collection	1
I would like the collectors to be more careful with the bins as quite often they are left on their side	1
I would like to see the contractor who collects the rubbish to be accountable	1
I would like to send you a photo of the rubbish left behind after collection day	1
Only negative is the broken glass left kerbside sometimes	1
When my bin was delivered it got mixed up	1
Some operators are careless when replacing bins. (Training? Unrealistic schedules?)	

Total **36**

Monitor / bin inspection

Bins should be regularly checked to make sure the correct use is being made of them	4
Address people that are not following the rules as they are contributing to pollution. My neighbour is accumulating rubbish in their front yard	1
Better policing of residents who overfill their bins and who put incorrect items in their bins	1
Bin inspections should specify what should not be in the bin. Notes are provided indicating unsuitable items were included in bin - must outline what the item is	1
Checking contents of bins and pasting information sticker to bin is a good incentive. A recycling booklet at least twice a year. And up-dates of hard waste	1
Council needs to monitor the number of bins left on the street	1
Council to target households that continually overflow bins	1
Currently many people in our area do not follow the bin allocation system leading to contamination. There perhaps needs to be greater incentive to follow this.	1
Don't ever consider incorporating bin inspectors. It will cause neighbourhood tension.	1
Enforcement is key. It needs to be broad based and regular. We see people constantly doing the wrong thing. Penalties need to be applied for non-adherence	1
Fine people who don't monitor their bins better. No need for bins to be overflowing.	1
For council to enforce to local businesses who abuse the bins for example at Barack square shop bins	1
Great idea to frequently check bins on streets and reject, as recently done, so it tries to educate that household what to put inside, many families don't care.	1
Have no issues with it at present. Only question is that hearing of "bin policing" we are aware that residents do fill neighbour's bins under cover of night	1
Have seen lots of bins with the wrong things sticking out of them. Be more vigilant monitoring repeat offenders that ruin the hard work of others. It's not rocket science; it's taking responsibility for the waste you produce!	1
I am extremely concerned at the arbitrary attitude of HBCC towards its community regarding taping shut a bin that doesn't comply. Meaning the bin isn't collected that week/fortnight. I think a fairer and less dictatorial	1
I am frustrated by the amount of general rubbish that is put into the yellow recycling bins	1
I am the honorary 'bin monitor' for our group of terrace houses. I am amazed at the stupidity of some households when it comes to observing what NOT	1



I don't think it is a good look for the Council to pay people to go around and check people's bins	1
I feel that more checking needs to be done about people using recycling properly. I often see yellow bins overflowing with general waste. Maybe more education and checking	1
I have neighbouring flats and it is obvious that recycling is not done properly. Green bins rarely put out and often overflowing. Also, bins are left by collection trucks scattered over footpath/ road - 18 flats, therefore lots of bins	1
I just wish there were a way to make sure people recycled properly because it is really frustrating knowing that my family is doing it when others aren't.	1
I received a card indicating a random audit found a problem	1
I would like to see a stricter recycling policy. I would like to see people accountable for not following the recycling initiative	1
I would like to see more inspection of bins and education for people who aren't doing the right thing and if they really aren't interested in recycling an option for them to put everything in a landfill bin so as not to pollute the recycling efforts	1
I would like to see regular checks on bin contents, as many people in my street seem to have no idea what recycling bins are for	1
Penalise people who don't use the bin system correctly	1
Sadly, not used correctly by a lot of the public , I see many bins overflowing. Purple bins with bags of rubbish etc. some people just don't care	1
The recycling/yellow bin is the most difficult to monitor	1
Would love to know what happens to homeowners who don't adhere to the strict rules of the bin separations!	1
Total	33

Compostable bags

Allowing / providing compostable bags in the green waste bin	18
Allowing the use of compostable bags for the kitchen caddy would be a game changer! Particularly in the warmer months, the caddy can encourage mould and a smell in the house, which does not make it enticing to use.	1
Bags for green bins is a must. I know of other Melbourne Councils that deliver bags with the kitchen caddies.	1
Compostable bags for food waste as bins get awful and then needing to get regular cleaning service to clean them. Compostable bags worked well when we lived in UK 10 years ago	1
Compostable bags please! I love the FOGO but it is very smelly and I have to pay to get my bin cleaned regularly	1
Compostable paper bags would eventually have holes in them due to the liquids in the food waste bin - I would see this as pointless if the bag has holes in it before taking it outside to the bin.	1
I don't need compostable bags as we separately compost food scraps	1
I think council should be supplying the biodegradable bags for the green waste bin for free, as it is a health issue and you're already saving lots of money as you have us recycling for you at no cost.	1
I think the council should provide bags for the caddy for the food and garden waste bin. Other councils do it. I think the bags should be provided at zero or minimal cost or people won't use the serv	1
I'm aware other LGA's make available to resident's bio-degradable plastic bags to line the kitchen caddy and collect food scraps. Would this be an option for Hobsons Bay?	1



The only negative I have is the food waste bins inside our homes and not being able to use compostable bin bags	1
Which could certainly be improved with the provision of compostable, biodegradable bags for the food scrap caddy. Assists in keeping the green bin clean & will assist in minimising odours	1
Would only like compostable bags for green bin to reduce smell and bottom of the bin yuck that I must clean out.	1
Would really like to see the composting bags used for food waste	1
Total	31

Soft plastics recycling

Adding / allowing a soft plastic to recycling bin would be ideal	11
A separate soft plastics collection point / alternative solution	3
Soft plastics recycling bin needed	3
Allow more plastics into the mixed recycling bins. My general rubbish has not reduced with recycling 2.0	2
Council should be pushing for more commonly used plastic to be recyclable (e.g., Code 6 etc products).	1
Every household in our street has the 240L green waste bin so is obviously paying the additional price. Also, would like to see all plastics recycled regardless of the number.	1
Hoping to soon be able to put plastics other 1, 2 or 5 in the recycling bin, especially plastic bottle tops!	1
I am disappointed that we can no longer recycle the amount and types of plastics that we could previously- more is going to landfill	1
I feel very uncomfortable putting plastics in the landfill	1
I would even be happy to do to more separation of waste, Japan style.	1
I would like to see more recycling e.g., soft plastics that can be recycled	1
If anything, I would like to see soft plastic collection returned and wet/soiled paper and cardboard allowed in FOGO bin	1
Is there any way that soft plastics could also be collected?	1
It would be good to be able to recycle more plastics	1
Re-Recycle - for this I must go to Coles and take a taxi, surely there is another way	1
Total	30

Other waste (electronic, chemical, textile, pet, cardboard etc.)

A waste bin for cat and dog poo would be great	6
I would like to see more options for various plastics as well as better support for E waste disposal.	1
Add a separate cardboard collection and	1
Collect all waste do not expect us to travel all over the countryside to get rid of all our waste, E-waste to Council, bags to supermarket etc.	1
Could you please offer a drop-off service to the Altona depot for polystyrene? To dump it, we have to drive to Brooklyn, which discourages most people. Either a monthly or quarterly drop off at the depot. This should be an urgent priority!	1
Council needs to establish a transfer station or similar as a permanent feature	1



Council should set up a depot in Williamstown for recyclable drop offs weekly like Saturday mornings, driving across town to drop off recyclables doesn't happen and burns up fuel. ends up in the rubbish. i.e., E- Waste and Batteries	1
Do something about packaging collection. Cardboard is more of an issue than rubbish and green bins. Its bulky and is the easiest to recycle but you have no household solution on offer.	1
During this Covid period, paper waste is greater because of delivery boxes Owing a dog influences opinion on the frequency of dark green bin collection	1
Each household is different to the next and may need to be catered to differently/ uniquely. I have put my glass bin out once, but my rubbish fills very quickly after being emptied due to animal waste	1
Electronic Waste was delayed and website states early 2021. Already 3 months in and still no update to when this will be	1
How do we dispose the other non-recyclable? like the aerosol can, light Bulb etc	1
I have a couple of old paint tins and broken garden pots and would like this accept in general rubbish bin	1
I think the council should have a metal only pick up separate to the single hard rubbish collection it offers to help if people have updated white goods or have metal only items for collection because it does	1
I wish you offered services like mulch buy back chipping and collection of chemicals, medications, and electronics.	1
I would also like initiatives to recycle electrical goods that are heavy and elderly people cannot lift into their cars to take to designated recycling areas	1
I would like 6 mthly collection of batteries, plastic lids, metal	1
I would like to have an e-waste disposal service or collection point once a quarter	1
I would like to see Council offering drop-off points in the area for: paint and paint tins, electrical goods.	1
I'd love to be able to put dog poo in the green waste bin. I got a compost farm just for the purpose of dog poo, but I expect most people with dogs are just using bags and general rubbish, which is wasteful	1
I'm aware the council has locations where things like printer cartridges and batteries can be recycled, but items that used to be allowed in the yellow bin up until r	1
Metal jar lids would be good to recycle. I feel bad every time they go into landfill	1
We have a worm farm so together with the light green bin we have reduced our general waste amazingly	1
Total	28

Too many bins / not enough space

No thought given to space these bins take up, especially on smaller sites.	8
Having 4 bins also takes up quite a bit of space around the home to store	3
Four bins seem excessive, general waste bin particularly problematic due to size restrictive and smell and hygiene. Support environmental aspect to bins but overlooks hygiene and inconvenience	1
16 bins for our block! Why not a bigger glass bin servicing our block rather than individual bins	1
4 bins is too many	1
Absolute mayhem on kerb outside flats due to many bins in little street frontage	1
Again, the intention is good but problematic in practice. We live in a townhouse complex of 4 and it is a race to find curb space	1
As I agree with the waste and recycling service, I am happy that our property has room to accommodate the 4 bins. When walk around the streets it is unsightly to see the number of houses that must hold their bins at the front of their property.	1



As we live in apartment complex, we wouldn't want bins to get any bigger as it then becomes a major storage problem for all tenants	1
Concrete pads installed in the nature strip in front of each house for the bins to sit on for collection would be a great idea	1
Due to the lack of space, other people put rubbish in our bins, including the wrong bins	1
Four bins are a lot to keep on my property.	1
Four recycle bins make storage difficult for smaller properties, particularly 240lt bin if required to meet household recycling needs.	1
Great concept but the four bins take up too much space. Smaller bins, bag for the food waste caddy bin would enable fortnightly pickup.	1
Have less bins as most people don't have the room for them, they look ugly and make it less complicated	1
Must use disabled car park to place bins and neighbours' bins as only one side of street available.	1
I think 4 bins is too many and would be too costly to manage.	1
They take up too much space and they're cumbersome and some streets. I would also like to say that I do not want the costs to escalate so I would be willing to do whatever is necessary	1
Total	27

Food / green bin

Get rid of the green bin	2
Can I get an extra kitchen caddy	1
compost or some other kind of shared green waste on blocks with more than 1 household might be a more manageable option for green waste	1
Disposing of food scraps is a nuisance	1
Do something about the green waste bin, we don't want to use it because it stinks and recycle products need to be better labelled with their number for recycling so we know if we can put it in the yellow bin	1
Empty the green waste bin completely	1
Flies and fruit flies breeding in the green waste bin has stopped my neighbouring units from using the green bins for food waste	1
FOGO may be 'green', but it's	1
Food bins smell, attract insects and need cleaning each week, especially in summer	1
Food waste bin is revolting, we don't have much garden waste as we have artificial turf due to our children's allergies, we have a hay fever and allergy friendly garden area.... there must be something that can make this less revolting	1
Food waste collection was a great idea but carried out poorly. Green bins end up dirty and attract insects. Food waste now must sit for up to two weeks in the general bin. It's driven me to finally start composting food waste myself, which is a bonus !	1
food waste has been an issue with smell and flies, especially in summer. need to consider if we have a hot summer the impact	1
food waste in green bin is very unhygienic. Maggots are living in mine. Council needs to clean the green waste bins.	1
Four bins in the beginning were overwhelming but the change has been embraced however the one criticism is the smell and state of the food bin therefore biodegradable bags have to be considered in order to maintain some sort of cleanliness in the food bin.	1
Green waste bin could be a lot smaller. General waste bin could be a lot bigger and collected more often. Glass bin is a good initiative.	1
Hygiene of green bins is a significant concern	1



I do not think very many people would embrace having the small food scrap bin in their kitchen. Is there a better way to handle food scraps? Given we have only limited space	1
I don't use the green bin for food waste as I have a worm farm which was purchased through the council scheme, I would like to see more use made of this service and people encouraged	1
I hate the compost bin - git rid of it!	1
I have requested the removal of an extra green waste bin, and nothing has happened	1
I need my little green waste bin	1
I only need a small green bin (food & garden). I was not asked at the beginning of this service (Feb 2020) which bin size I would prefer. So, I ended up with a large green bin.	1
I really dislike the little bin you provide for kitchen use. I have purchased a small, lidded bin which fits in my sink	1
I simply don't understand why I can't purchase, and pay the annual fee, for a food waste bin for regular collection by my Council.	1
I think that the decision to combine food with green waste is totally wrong. Bins that are used for this become putrid very quickly, thereby requiring extraordinary effort and cost to cleanse them, or otherwise must put up with	1
Remove the smelly Caddy bins	1
Total	27

Communication / consultation

It would be good to know where recycling is sent (which contractors etc.) and to have a summary of why the kerbside recycling is set up the way it is (i.e., the strategy as we	1
Be reliable, communicate with ratepayers, and keep it affordable for your average residents.	1
Be very transparent with the results and findings to the community.	1
Better communication and consultation in important decisions like changing the frequency of bin collection.	1
Better reliability and communications needed. New calendar was 1 month late.	1
Changes and new implementations should be made clearer and highlight the benefits for the community and the environment.	1
Communication on what could go in recycling was confusing -i.e., berry containers. Flexible plastics should be collected. We should not have to rely on Coles to run a recycling service. The council should consider removing glass.	1
Communication to, and engagement with, residents is critical. It would be so beneficial	1
Consultation before implementation.	1
Could council inform the community of the red's recyclable program.	1
Didn't appreciate receiving a sassy letter advising us that we need to do better at sorting our waste.	1
Do better and listen to us.	1
Encourage Hobson Bay Council to research City of Monash rubbish information pamphlet distributed to all households (streamline, easy to understand - clear pictures).	1
Free bin upgrade (red / dark green) should've been advertised more.	1
I believe council should be more engaged with the local (vocal) Facebook pages as was councillor Colleen Gates to ensure the information being circulated is accurate.	1
I have heard that even though we are separating our recyclables, the council are still sending everything to landfill. Is this true? How much of us recycle	1



I have written a request mail to council, and it has been forwarded my request to the Waste department of Council.	1
I really appreciate the communications that went out with the change to the kerbside collection. I've heard a lot of complaints about it, but we got flyers, mail, and social media about it.	1
I think a lot of consultation with the residents of the council should have been taken into consideration. Changes need to be made to the current system because it's not working.	1
I think we need a Recycling Mascot who is out in shopping centres/festivals/sporting sessions.	1
I think we need more information about what we can and can't put in the bins.	1
I would like to KNOW that the recycling is in fact being recycled and just repeating that I'd love to be able to recycle soft plastic from a bin instead of taking it to Coles.	1
I would like to see a report about this system. It is time consuming if you really follow it. I'm wondering how many are really following the guidelines?	1
Needs better communication if there is something found wrong with what's in a bin, but other than that I think it's good.	1
Perhaps include messaging to encourage people not to generate as much waste in the first place	1
Total	25

Survey question issues

A couple of your questions needed to have an option of 'none of the above'	1
Add the question, 'do we want weekly rubbish collection back, and more things in recycle bin?'	1
Allow people to provide their own compost able bags but provide guidelines on what's acceptable, \$40 may not be expensive but people don't want to be limited to one type and the supply provided won't likely be adequate for most	1
Allow us to use compostable bags for the food bin. It's dirty, smelly, and unhygienic to just throw your food waste in the bin. There are flies, insects and on some occasion's maggots because of this. Disgusting!	1
Appreciate the opportunity for residents to respond to this survey. Good to see Council take a leadership position in sustainable rubbish collection	1
Appreciate the opportunity to provide feedback	1
As before :) Thank you for the opportunity to provide feedback.	1
As usual this is not a very good survey? Most Council surveys are not well constructed. I was in the city last week	1
Bias survey, which often provided options which did not apply. Overall, I want to be environmentally responsible. I also want to use common sense approaches to food waste, more is needed for general waste, less for glass. Mixed recycling going well.	1
Don't make the survey that long next time	1
Few of my neighbours understand to not put plastic bags in the yellow bin. In my neighbourhood most of the rubbish is from food delivery/take away	1
General survey feedback.... says that this is anonymous, but I have a unique code to log in and the letter was directed to me. Doesn't sound anonymous	1
Good survey!	1
Good to see council seeking feedback	1
Hi there, this survey does not really allow people to give genuine feedback. I am a huge fan of what the Council is trying to do and understand that many people are not helping	1
Hope comments of residents are considered in future planning	1
Hopefully, our suggestions and comments are considered, and these changes do happen. Thank you	1



I felt I was forced to answer the question: If you had the option to upsize or increase the frequency of collection of one bin (due to cost) which would you prefer? I don't want to upsize or increase any	1
I have made many comments throughout. There was one question where I had to pick an answer, but you didn't provide the option of "I prefer no change"	1
Questions in this survey are skewed towards you charging more for bin collections by the choice of answers. Not great options on some Q	1
We already have a 240-litre green bin. Therefore, some of the questions are invalid	1
Total	21

Options to choose bin type and size

Give people choice	1
Give the option to not have to have these many bins	1
Giving all residents of a unit development 4 bins is a waste of resources. The council should have surveyed residents and asked what they needed rather than supplying everyone with the same number and size	1
Having a compost bin and low maintenance garden, we hardly use our green bin. I think it would be good for people to have a choice here - because I know some people use it a lot more than I do	1
I asked for a 120-litre yellow bin but it's not available. I offered to supply my own but this w	1
I believe each household should be able to choose the bin size they need. Suggesting further cost is outrageous considering the money that Council constantly wastes and the high level of rates being paid	1
I currently have larger bins. Is it possible to voluntarily downsize bins?	1
I do not want bigger bins, I have a very small property, it's hard to fit the bins in now. I like the idea of compostable paper bags for kitchen waste, I want bags, but I only want them if they are truly compostable.	1
I don't want bigger bins as I don't need them, and they take up too much space. I still have my old 240l	1
I find it frustrating when passer byes put disallowed things in my bin as I'm very careful myself	1
I live alone & go weeks without putting out a bin. I cannot fill a green bin unless I do gardening. Recycling goes out once a month. Glass once a year but I pay the same as a family down the road in my rates	1
I live in a new estate and don't have green or purple bins. Only red (weekly) and yellow (fortnightly)	1
I ordered a small recycling bin and was delivered a large one which is far too big. If families are upsizing, why can't I get a small yellow bin. I contacted council by phone and email and was ignored.	1
I reiterate, I would prefer a 120L yellow mixed recyclables bin instead of the 240L. The numbers on items that can be recycled (1, 2&5) are generally so small they are very h	1
I understand a lot of people have struggled with the change and different households need different bin collection according to circumstance	1
I want the option not to have a glass recycling bin. Prefer to deliver my glass	1
I would dearly love to downsize the oversized recycling/yellow bin from 240L to 120L. I downsized into a new townhouse last year and the 240L is awkward to house and I don't need that capacity for fortnightly pickups, however	1
I would like to downsize the yellow bin as it is too big for a one person household. Too big for me to manage	1
I would like to see the option of bins being smaller than a 120l bin. 240l are too big.	1
I would love the option to reduce our rubbish bin size to 60L (or similar)	1



I would prefer to opt out of the glass recycling. I would be prepared to drop glass off at a depot or share with a neighbour	1
Total	21

Problems such as smell, overflowing bins etc.

Fix it, it stinks	2
Get it right	2
I have an issue with the bins being more smelly\dirty than they use to with the addition of food waste. I also believe flats\units should have had more help in the roll out	1
Fix this current situation up as fast as possible. It's not working.	1
From observing comments in community groups and overflowing bins in our neighbourhood it's clear that this service does not work	1
Garden bin is disgusting and putrid, very unhygienic and unhealth	1
General Garbage Bins - smell in hot weather with fortnightly collection. This should be looked at. Maybe collect every week during summer months or during Daylight hours period of the year	1
Get it right and provide the rate payers with a service that we are currently charged for especially in the forgotten suburb of Seabrook	1
Green bins and red bins smell and grow mould	1
Green bins get very smelly especially if you're living in an apartment and don't have much garden waste to counteract the food waste	1
Hate how smelly and disgusting the bins smell there must be a better way without or the high-cost disposal bags \$40 a year just a joke we should not have to pay extra for a service that has always been provided	1
Have stopped disposing raw food wastes directly into Green Bin due to maggot infestation. What can go into the Yellow Bin currently is far too cumbersome thus have been using the General Bin for most of the rubbish.	1
how to make the green bin not so smelly.	1
I believe current system is not working people are getting way too much leftover rubbish etc so as you empty bin its already full waiting for next collection	1
I have an overall satisfaction rating of 6, which is fully to do with the smell of the green bin. I want to do the right thing but hate the smell/effort in cleaning it. If we could use compostable bags my overall rating would jump to 10	1
Needs further thought to reduce odours & increase flexibility with what can be recycled	1
Smell and maggots in green waste bin	1
Struggle with the smell of the bins because food scraps etc. decompose	1
Total	20

Broader range of recyclables needed

A broader range of recyclables such as juice cartons and other plastics would be good	3
A textiles collection for unwanted linen and clothes would be welcome. Thank you for your consideration	2



A primary reason for needing additional collection or larger general waste bins is there are more items that now can't be recycled when following the current procedures	1
Apart from increasing the range of materials allowable in the recycle bin I believe the system is good	1
Council could do a better job by expanding items that can be recycled.	1
Disappointing not to be able to recycle more plastic e.g., berry punnets	1
Expand options for general recycling yellow bin please and thank you for your commitment to the environment	1
Expand the selection of recyclable items/plastics that can be recycled but are not currently accepted and end up in landfill	1
For mixed recycling bin = Would like it to accept a broader range of plastics (#4 (LDPE) bottle caps for example), but I understand this depends on the recycling company and that #1, 2 & 5 are most important	1
I just wish more could be recycled	1
I would like to be able to recycle more items. A lot are not recyclable.	1
I would like to see the ability to recycle more types of plastic. I would like to see a push to limit the plastics used in packaging to those that can be recycled	1
We're keen to see some changes in the diversity of recycled materials and the food waste bin service	1
Would like to see more items in the recycle bins, lids, and other items	1
Total	17

Bin collection calendar / fridge magnet

I did not receive a calendar which indicated which bins would be collected each week, currently I am trusting the people in my street have been informed	4
Could the waste collection calendar be sent out prior to the year start	3
Better delivery of waste calendars would help, non-resident owners seem to be forgotten in mail outs	1
Can we get the magnet collection calendar again? The app isn't as convenient	1
Can't remember which week to put out the bins. I watch what the neighbours do	1
Fridge magnet schedules! We never received one and it's super handy	1
Give all residents a fridge sticker of what items can go into each bin, especially the recycle bin as it seems very confusing as what can go inside the yellow bin and what cannot...my clarity would be fantastic	1
Haven't received my waste calendar for 2021 However, that thing is handy when busy	1
I don't believe that the Council's changes to kerbside collection was thought out thoroughly as it	1
I would love a calendar to put on my fridge	1
Total	15

Bin cleaning / sanitising service

Bin cleaning service please	4
A discounted or free bin cleaning service would be appreciated, particularly the green waste bin as an external company charging \$25 per bin is not sustainable if doing it weekly	2
I would like it if we could have a company come and clean the bins on a monthly basis, please.	2
An additional green waste bin washing service could be offers for a small fee. However, if degradable bags are introduced, this may not be required	1



Bin wash service once Ala year, especially for the food waste bin as it gets yuck	1
Clean the food bins and people will more likely comply	1
Could we get green bin washing service? Happy to pay for it to happen.	1
It's necessary to clean out the green/compost bin each week and it's quite difficult to get it clean	1
Service to sanitise food and garden waste bins -	1
Total	14

Manufacturer / retail to use recyclable plastic

Manufacturers / suppliers should be compelled to use recyclable plastics	5
Also is Council lobbying supermarkets and shops to reduce plastic packaging?	3
Can Council help to reduce the amount of waste created, e.g., by excessive packaging etc?	1
Council and other authorities must force supermarkets to use appropriate packaging. Restaurants and takeaway outlets do so! Also provide appropriate community recycling bins	1
Total	10

Communal bins for apartments / units

As a group of units, there may be a better way of managing the bins	1
As blocks are subdivided, I am wondering how people are managing with increasing number of bins.	1
Council needs to consider multiple unit properties and the impact it has with multiple bins to be place on the kerb and the issues it causes with car parking and access for collect. At one period we could have 21 bins being picked up on one day.	1
For small blocks of flats or units, there is often limited space for bins to be placed as these old blocks were not designed to allow each apartment to have 4 bins. In these blocks, it would be good for council to allow or provide larger shared bins.	1
For those living in units like me, with no outdoor taps etc, there needs to be some way to wash out the bins, in particular the food waste bin which gets incredibly smelly and insect-riddled - a potential service to clean out the bins would be welcomed	1
Green recycling bins in blocks of units	1
I wonder if for apartments/units/flats their communal bins should be rather than a lot of small bins. Generally speaking, these type	1
I would also welcome capacity for households, such as in units or blocks to share larger bins to prevent large numbers of smaller bins at entrances	1
I would like to share bins with my neighbours there are unit development everywhere with small gardens no need to have 4 bins especially green bins and bottle bin	1
Total	9

Collection timing

Any chance collection trucks can start after 8.00am? The emptying of the purple glass recycling bin is annoying / noisy at 5.45 am	2
Being a shift worker, it would help with sleeping if they service did not start until after 10 am	1
Consistency in pick up times	1
Do not implement any public bins in parks the area usually emptied very early in the morning and wake up the residents near by signs should be erected saying take your rubbish home	1



Drivers need to be a bit quieter if they're going to collect rubbish at 6 in the morning.	1
It would be appreciated if the glass bin collection did not come so early	1
Start only after 8 am	1
Total	8

Badly implemented / planned

Badly implemented and not well thought through	1
Council is responsible for removal of rubbish - or providing a way for me to do it.	1
Council is responsible for avoiding health hazards	1
Council has one thing to do: collect our rubbish. Even though I have been conscientious	1
council kerbside fails to meet the needs of the community the fact of having people go through the bins is an invasion of one's privacy this is not a reason to increase the rates	1
Covid obviously interrupted the delivery of this system and so there was a lack of follow-up on the enforcement of the new system. I am very happy to	1
Current service is not user friendly or healthy	1
I don't think this program was implemented very well. I get the intent, but it wasn't very adaptable. These small houses were not designed to store 4 large bins. Needs more thinking on how to make it flexible	1
I like the overall intent of the scheme, but the rollout has been poor and the council have been slow or unwilling to assist with issues when they arise. While well intentioned, one council can't force major companies to reconsider	1
Total	8

Others contaminating our bins

Review general waste collection/bin size to eliminate neighbours / passers-by bin dumping	2
Conscious of those that live on the Esplanade, often other visitors place items in bins	1
For neighbours to stop placing their rubbish in my bins	1
I am sick and tired of other people using my bins and not putting the right things in it. I don't mind if they use my bins but put the right things in it.	1
I have found the main problem with recycling and separating rubbish is the number of times strangers have put rubbish in ours	1
I live next door to a cafe, and often find incorrect items left in bin from cafe patrons or people just walking by. As a result, my recycle bin has not been collected twice, which is frustrating as everything was in order when I took it kerbside	1
I'm not happy about other people throwing their rubbish in all my bins, because they put the wrong things in the wrong bins and then if there is a problem, I'll get blamed for it, when I'm trying to do the right thing.	1
Total	8



Difficult system for elderly / people with disability

During COVID lockdown one smelly bin caused one elderly citizen I know to wash it and they had a fall	1
For an English-speaking family with teen children, nearly adults, and as a family who try to recycle and dispose of our waste correctly and have actively tried to understand the waste system.	1
Hard for anyone disabled	1
How are the elderly, vision impaired supposed to see what the number is on the bottom of a plastic container? I would also like more respect to be shown by the crews collecting our rubbish	1
I feel able bodied people with no restrictions on movement, or joint or muscle issues/pain, who live in mansions with expansive gardens designed by nuclear families.	1
I have serious concerns about those residents who are vision impaired, physically disabled or elderly who may have issues with SAFE placement of glass in the recycling bins. The glass shatters unless the resident BENDS over into the bin	1
There are issues with older and/or non-English speaking members of the community using the service optimally and correctly	1
Total	7

Bins blocked by cars

As the school is so close and the pickup traffic often blocks access to my bins the trucks can't empty them	1
As we live in a one-way narrow street, parking is on one side which is the same side as the bins need to sit. It is very difficult no doubt for the drivers but also finding space on the footpath especially on a 3-bin night for all residents	1
Bin collection in the retail area on Hudsons Road is quite frustrating for both the residents and the contractor with the mix of foot traffic, parked cars, and additional bins.	1
Due to excessive amounts of cars parked in the street it is getting harder to find a place to put the bin out safely for collection.	1
I feel like I pay huge rates, and the services for waste removal are very average. My bin is tiny. It's not collected frequently enough	1
I have tried appealing to individual parents re not parking in front of the bins, but they have been very rude with one person shoving the note I left in my letterbox. Maybe Council could communicate to schools because the poor kerbside collection	1
Total	6

Illegal rubbish dumping / dumping in public bins

Empty rubbish bins in parks regularly. Unfortunately, some people are putting their rubbish in these bins and leaving bags of rubbish around the bins in the parks. Very annoying that people do this!	1
I believe we can do better as a Council area. Also, we have neighbours who litter weekly as they do not have lids on multiple bins	1
I can't help but notice householders filling up the rubbish bins in the local parks with household rubbish. This leads to even more litter in the parks	1
I have noticed an increase of other households using public bins - in parks	1



I have noticed several people taking large bags of rubbish to parks and the beach to dump in public bins. Something isn't working well. Also, many more rodents, cockroaches, and smell from the general waste bins and green bins.	1
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Total	5
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Hard rubbish collection

Allow for multiple hard rubbish yearly	1
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Hard waste collections every 3 months	1
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I would like the hard waste bin to be collected weekly and clearer information on what can go in the recycling bin. My recycling bin was checked a month ago and I received notice that	1
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I'm wondering why Hobsons Bay can't have a periodic collection of larger rubbish items, perhaps every quarter or half yearly	1
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Offer 2 free hard rubbish collection	1
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Total	4
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General negative

Having to sort prior to putting items in bins, i.e., plastics	7
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Fix it	4
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A recycling system is a big positive	1
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As noted, A survey to reduce your services once again. fix the services you are providing.	1
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Compared to other councils, it is inept	1
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Do a better job, worry about the 3 Rs stop getting involved with politics	1
---	---

Do better	1
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Do better to meet the needs of your customers	1
---	---

Do something for your rate payers not to make money on us you pay people to look in our bins	1
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Do your job. Pick up the rubbish	1
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Do your job. We pay high rates. Let us have 120l weekly garbage collection. Do not make the residents pay for your mistakes. It is a terrible system, and you should be ashamed about asking residents to pay for your poor service	1
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Don't frig around with the system too much	1
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Find other ways to spend the ratepayer's money other than coming up with all these 'greenie' type actions. Roads and pavements around this suburb need more attention than bins.	1
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Fix the green waste bin issues	1
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Fix the issues with rubbish collection in Hobson Bay	1
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Fix the rubbish bin	1
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I could say plenty more about the hostility of councils these days, I'll reserve any further comments for now. You will be hearing from myself and other residents if you continue to rip us off. People have had enough of corporate governance	1
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I disapprove of Council's in general	1
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I just wasted 20 minutes	1
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I love the fact the only improvement options in this survey cost more money. Yet it is what we used to have - you arseholes!	1
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I think Council has got it so wrong with this system and needs to go back to the drawing board and start again	1
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It is a terrible service - I can't understand how the council stuffed this up so badly	1
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Only the general rubbish bin situation is not good	1
We previously had weekly collection of the 120L general rubbish bin at no extra cost. This current system has just delivered a reduced service	1
You've gone the wrong way about a couple of things. Residents of HB simply don't have any confidence and are losing respect for the council. You increase costs and residents don't see any benefit in return	1
Total	34
<i>Other</i>	
120 lt bins, General Waste fortnightly fine. Yellow bin 120 to 240lt or move to weekly. Green waste 120lt weekly to fortnightly. Purple as is.	1
Are you monitoring stormwater quality as I'd be concerned there are so many people hosing down their green waste bin into the street?	1
As a result of the limitations of the currently recycling program, we have sourced our own	1
As we are not a typical household the collection system is not designed for us although the amount of anticipated food waste seems generous in any case of general rubbish	1
Be honest about the reasons for changes- it was clearly cost cutting to reduce the frequency of general waste collection. Encourage recycling by ma	1
Be more flexible	1
Be proactive, have a maintenance plan, build with intelligence not by these engineers who are just looking for profits and quick fixes. Be proud of what you do and how you do it.	1
Bins are in poor condition and need servicing	1
Bin damaged very easily. More durable bin or gentle collection approach would be appreciated.	1
Build a waste facility.	1
Complicated. Not efficient use of resources since bins are going out nearly empty and some are overflowing.	1
Consider user charging. Provide a standard service free of charge and if people want additional pickups, they pay extra (not every household). Need to create incentives for each individual household to act.	1
Consideration for those of us who live in a lane and must wheel down multiple bins to the street.	1
Council should be encouraging and subsidising home compost services to reduce centralised waste collection. Plastic recycling is difficult, where do types 3 o	1
Councils' collection required in public locations!	1
Dedicated cardboard vs glass collection would be interesting to look at to see which better serves the community and which decreases overflowing bins and other undesirable outcomes.	1
Enhance recycling	1
except for the green bin issues.	1
For the environment's sake, don't add compostable bags to the mix or increase the rubbish bin size or frequency of collection. All HBC households need to start taking more responsibility	1
Frustrating on occasion about recycling	1
Give discounts / rewards for doing the right thing	1
Give Spotswood the live it deserves so it can become the potential of Yarraville and Seddon. Stop approaching industrial permits and expansion	1
Has Council considered incentivising the contribution to the garden and food waste bin by selling the compost generated to ratepayers at a discounted price?	1
Honestly there is a better way, and it shouldn't be put on rate payers all the time	1



How do we return our excess bins?	1
I like the small general rubbish bin	1
I also have a property where recycling has been much improved for several years	1
I am still concerned that the recycling doesn't happen due to the difficulty with processing. I would like to be sure it is successful	1
I believe that we should be doing much more work with the community and businesses	1
I believe you can encourage responsible recycling but not dictate to all members of the community	1
I compost our fruit	1
I consider that local councils must take some of the responsibility.	1
I currently have a 240L Green Waste bin, which I have had for ever, I did not receive a 120L small bin, I hope that I am not getting charged for this	1
I do my best to recycle correctly and ensure my waste goes in the right bin. I'd like to know how the council population is doing with this too	1
I don't like washing rubbish either	1
I don't understand why some people put their bin on the road creating traffic hazards. This is particularly a problem around sacred heart and Newport lakes primary schools.	1
I don't generate very much rubbish so my bins go out as required and I use the green bin as a compost in for weeds that destroy the weeds, but they can be used as compost	1
I get frustrated by people in my area not complying with bin requirements. I hate to say this, but I am going to call it: I feel the Muslim families in my neighbourhood aren't	1
I have started being less environmentally friendly and using more rubbish bags and cling wrap due to the frustration of the forced changes in weekly bin collection that was forced upon us without a say	1
I live in a small street in Williamstown and rubbish bins, not all are Council bins, are placed on the footpath toward Ferguson Street and left out during the week	1
I live in Seabrook. Option not included in list. This is a disappointing reflection of the Council's attention to this area	1
I previously lived in a house with the 4-bin system, but have since moved to a multi-unit dwelling that doesn't have the Council waste collection	1
I requested a larger general waste bin but was denied, there was a lot of rubbish through lockdown, and I had bags stacked up in the garage and had to do tip runs which cost us money	1
I think Council should have been on the ball and started an efficient and economical furnace disposal plant that would be open to all and to outsiders on a contract basis, this having several bins for ratepayers to separate	1
I think it is all working ok apart from General waste, bin is always overflowing by the end of the 2 weeks.	1
I think it would be good to have some incentive schemes in place to encourage people to reduce their waste. for example, many councils have a rebate program for reusable items like cloth nappies and sanitary products. Also reminding and	1
I think the roll out could have been done as a trial in a suburb or smaller area	1
I try very hard to separate all the rubbish	1
I will pay for a service that guarantees my bins will be collected	1
I wish there were ways to reduce the amount of waste generated. Eliminate single use plastic	1
I wonder if it's possible for the garbage trucks to not collect down the school streets during school pick up and drop off	1
I would like to see more clean-up of our streets. I know people drop rubbish without thinking or sometimes by mistake	1
I'd like clarity about whether plastic lids can be placed in the yellow bin. Current guidance seems to say no but I don't understand why not	1
It would be great if council could offer bins for homes that match the kerbside system	1



It's not hard to lift the lid on a bin to dispose of refuse thoughtfully	1
More needs to be done. Maybe someone from council needs to see from our side	1
My wife and I were disgusted to learn that much of our recycled rubbish was not recycled properly.	1
Not completely successful in changing the behaviour of many people. It was concerning to see dog poo dumped into our bin from a near neighbour	1
You need to also focus on street gutters and storm drains. Water pollution is horrific	1
Total	59
Total	1144

Appendix One: Reasons for not being satisfied overall with Council's kerbside collections

The following tables outline the verbatim comments received in relation to reasons for not being satisfied overall with Council's kerbside collection services.

Reasons for rating overall satisfaction with kerbside collection services less than 6 out of 10
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey (random telephone)
(Number of total responses)

<i>Reason</i>	<i>Number</i>
<i>Frequency of collection</i>	
We need weekly general rubbish collection	6
Need more frequent collection	4
Collection too infrequent	3
The frequency of the green bin should be improved	2
The general rubbish bin must be collected weekly if it is small	2
All bins except purple should be collected weekly	1
Different frequencies	1
General rubbish bin should be collected weekly as we paid enough for it	1
General rubbish collection should be more often	1
General waste collected fortnightly	1
I need it collected weekly due to the size of my family as ai have 4 teenage boys	1
I want weekly collection and 2 hard rubbish a year	1
I'm not happy with the general rubbish collection and mixed collection service, need bigger bins and weekly collection	1
Mainly because of the red bin frequency	1
Total	26
<i>Bin collection time and process</i>	
Overflowing of general waste	3
Been a junky system from the start, they let rubbish fly on the roads	2



Better collection services required, must be done in a tidy manner	1
It's not on time	1
Not happy for collection time, too early in the morning	1
The time they collect the purple bin is horrendous	1
There is no care taken by contractors for rubbish it's all scattered	1
They're always being dropped	1
Total	11

Communication and consultation

The collection calendar is not communicated properly	2
Confusing	1
Council has done this changeover without consulting people	1
Education regarding recycling must be provided by the Council	1
More education should be provided about what can be recycled	1
Need more consultation	1
Really confusing with collection on different days	1
Total	8

Council related

Council just saves their own money, and didn't care about the residents	2
Council doesn't care about the environment	1
Council going through bins and putting stickers on them	1
Invent new ways to take more money and reduce the frequency of collection	1
The system is just a money-making scheme	1
They made changes during Corona	1
Waste of taxpayer money	1
Total	8

General negative comments

The previous method is much better	2
Been a huge inconvenience	1
Isn't consistent	1
It doesn't meet our need compared to before	1
Shits piling up	1
Total	6

Bin size

Bins too small / need bigger general rubbish bin	2
All bins are small, we won't spend more than we already are	1
As I cannot get 240L bin whereas the other residents are getting	1
Need bigger bins	1
Total	5



<i>Additional cost</i>	
Additional charges are annoying	1
Frequency increase, we shouldn't have to pay	1
The general rubbish bin should be collected weekly as I already paid my rates for it, I don't want to pay more to receive this service	1
The initial expense to upgrade the cost of bins	1
Total	4
<i>Lack of space</i>	
It is a lot of bins to have four bins for each unit in the apartment since there is no room for them on the road	1
It's hard to decide where to leave it without disturbing the neighbours	1
The garbage bin is irritation, I take the rubbish to the beach bin - because of no space	1
Total	3
<i>Other</i>	
Not able to recycle most of the products, need more products to be recycled	2
Don't have glass bin	2
Cycle of collection of general waste bin	1
Green waste needs a compostable bag	1
Total	6
Total	77

Reasons for rating overall satisfaction with kerbside collection services less than 6 out of 10
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey (online)
(Number of total responses)

<i>Reason</i>	<i>Number</i>
<i>Frequency of collection</i>	
Because household rubbish needs to be picked up weekly	87
Because the bins are not collected often enough	9
Dark green bins should be collected weekly	7
Collections need to be weekly	6
Because rubbish is not collected often enough	4
Collection frequencies	3
Frequency of general waste needs improvement	2
All comes down to general bin should be collected every week due to dog poo, nappies and food waste as grass sometimes might get cut every 3 weeks especially during winter, therefore food waste can lie there for that long	1



Always collect the bins never missed but the frequency of general waste bins should be weekly	1
Because I have two bins I never use (green and purple) and two bins that aren't collected frequently enough, especially the yellow one. No one is going to have FOUR BINS	1
Because I would like weekly landfill and for my street to return to smelling of roses instead of human waste	1
Because it's too infrequent- needs to resume to weekly rubbish and recycling collection. My bins are always overflowing!	1
Because of general waste it's a joke I pay my taxes on time every time the waste bin should be 240L and picked up every week	1
Because of the fortnightly collection on yellow and red bins	1
Because our bins are always full before collection day the waste bins need to get collected more frequently	1
Because the light green, weekly bin need only be fortnightly, and the green general waste bin only collected fortnightly, should be weekly. They should be reversed!	1
Because we have a large family and need more frequent pickups. Also, the grass clippings do not fit into our green waste bin.	1
Black bin needs to be collected weekly	1
Bring back weekly rubbish collection and provide rice paper decomposable bags for food waste that goes in the green bin	1
Cause it should be weekly for all bins	1
Collection frequency needs to be improved for recycling and general waste bins	1
Collection of general waste only fortnightly is difficult for families with young kids. Purple Bin is a waste as lots of household items and bottles are plastic not glass.	1
Food bin too large, yellow bin need to be weekly, and purple should be fortnight, dark green should be weekly	1
Fortnightly general rubbish collection is bad news. The bin is overflowing and stinks after two weeks. If you are away or forget you are stuffed for a month	1
Fortnightly general rubbish collection is just not enough for current situation. As a renter, it's not easy to order additional bin or upsize bin as this need to go to owner of the property	1
Frequency of collection for food and recycle. this needs to be weekly. Almost every week I am taking a load of rubbish to the skip at my partners work	1
Frequency of collection for garbage and recycling is not enough	1
Frequency of pick up in relation to recycling and glass (purple)	1
Frequency of recycling, size of general waste, frequency of general waste, types of plastic recycling are too limited	1
Garbage bin needs to be collected weekly. Bins are always over full by collection day. It's especially hard for families with babies as nappies take up a lot of room	1
Garbage collection should be weekly , our landlord won't upgrade our bins. There's no local tip for excess rubbish. There's the temptation to go skip bin surfing in industrial areas for excess rubbish	1
Garden and food waste breaks down and it takes a long time to fill a bin that is picked up every week	1
Genera rubbish and recycling should both be collected weekly and general rubbish bin needs to be larger	1
General rubbish and recycling should be weekly with green waste being fortnightly	1
General waste collection is not frequent enough and if you have a family who like a beer or a wine 120 litres/ month is insufficient unless of course you break the glass which we don't do	1
General waste should be re-instated to weekly collection because that is what we are paying rates for	1



Glass bins not collected enough	1
Green waste (more frequent collection in a smaller bin to avoid smells/pests, inclusion of compostable bags/boxes in collection)	1
Household waste has become a major issue especially in summer only being fortnight pick up rather garden waste be fortnight as weekly is ridiculous who would have that much garden waste in a week ?	1
Household & recycle rubbish needs to be weekly collections	1
I am not a big fan of the changes due to having kids in home and having to keep their disposable nappies in the bin for two weeks before they are collected. We also have a small bin	1
I consider fortnightly rubbish collections should change to weekly given amount of rubbish people have in general and recycling yellow bins to weekly given number of packages from online shopping which has increased during pandemic	1
I do not believe that the general waste bin which is picked up every fortnight is enough	1
I do not like having smelly garbage on my property for two weeks. I absolutely think the collection of red bins should be weekly	1
I feel we have too many bins being collected not often enough. We need more frequently picked up bins and not as many bins in our yard as we are struggling for room without the bins let alone with bins that are unnecessary like the purple glass bin	1
I would like the glass bin collected more often (or a bigger bin). I would also prefer the general rubbish collected weekly	1
Increased online shopping means more packaging for the recycle bin, and it should be collected weekly	1
Not enough general rubbish collection, people looking through bins to see about compliance, neighbours putting things into other bins	1
The fortnightly collection of landfill bins is an issue. We only have a small bin, and the volume isn't an issue, but leaving nappies and dog waste out for two weeks is not sanitary	1
We need glass bins fortnightly	1
Total	161

Bin collection time and process

2 bins emptied each week was simple. The new system is too complicated to keep track of the cycles	1
As I have already said, this feels like a poorly thought through process that was implemented with residents dictated to. These bins don't stop others putting things in your bin also space is an issue that seems to have been overlooked. As for the entire process, tail end is where I think the real opportunity is, not only to recycle / separate but to create employment too. Having said this, I do understand change is difficult and I feel we have, well those I know, and I will continue to do my best, but it is disappointing as I really think there are better ways for more greater returns	1
Because a lot of the times the bins are not emptied properly and are strewn onto the road	1
Because I have a lot of rubbish that's not collected	1
Because I must put my bins out at 2am+ since I have neighbours who deposit rubbish in my bins	1
Because it hard to control the amount to collect each time	1
Because my hard rubbish is often ignored/missed, and they never return	1
Because on several occasions the bin is dropped in our driveway and we must get out of the car, move it, get back in car, difficult enough with a walking stick	1



Because some collections are good, but the yellow bin is not in terms of what is collected	1
because the general waste bin does not get emptied often enough and the green waste bin is a health issue with the decaying food and no compostable bag to contain it all	1
Because we are at the start of the pickup run so get woken up every week by the garbage truck. How about starting the run somewhere else on a cyclic basis	1
Because you can't make the trucks to empty bins not leave rubbish in them, but you would be making money from us	1
Bin collection timeframes inconsistent	1
Bins are picked up by robotic arm and rubbish has spilled on road	1
Bins left all over the road , glass is always smashed on the road, and I sweep up every week and on two occasions now bin has not been picked up as a car has parked in front of the bin in the morning	1
Collection comes late now - in afternoon	1
Collection day is a street disaster of spilled rubbish from overflowing bins and smelly, unhygienic compost bins. Parking is reduced by thirty percent. And bins left strewn in the street, or outside for days by residents, is unsightly	1
Collection times are inconsistent, sometimes very early and noisy. Sometimes not collected at all. Damage to bins. Bins not replaced to nature strip	1
Complete waste of time and money. Shouldn't have to do kerbsides job for them they get paid plenty	1
Contractors are not diligent, rubbish all over the streets, bins overflowing, glass bin is a waste of resources	1
Different times, Days missed, green waste bins stink of food scraps	1
General garbage collection is not good enough	1
General waste bins should be emptied weekly. Contractors being sloppy leaving bins half emptied	1
I have dark green bin is full every week and sometimes overflow. When the day for empty the bin. Drivers ignore my bin and they do not empty it	1
I have had neighbours putting their rubbish in my recycling bins. I constantly see neighbours with bags in their recycling bins. The amount of rubbish being dumped in the parks and streets is absolutely disgusting	1
Rubbish pickups late in the afternoon	1
Size of bin which is usually overflowing by the time it is collected. Often bags fall out during collection process and left on the nature strip	1
The green waste bin is quite often either collected late in the day or for some reason is not collected at all	1
The system of collection is confusing as to which bin is collected on which day	1
The truck drivers who empty the bins every week knock all the bins over and lots of rubbish is left on the street. On glass collection day my neighbours and I find we always must clean up broken glass off the road due to poor collection	1
Trucks start very early sometimes	1
Total	31

Communication and consultation

Again, money wasted, no communication, not a user of the glass collection	1
Badly thought-out plan, instigated with haste, no community consultation, treated like crooks having people snooping through our bins. The council needs to have the community in agreement with recycling in general, and not force their will on the ratepayers. Consultation before expectation that the community will comply	1



Because the household bins should be collected weekly. Not enough consultation took place before decisions were made	1
Because there was no community consultation	1
Because there was no consultation and the negative opinion in local media shows that it was poorly done, we and weekly rubbish collection back as all councillors promised at the last council elections	1
Because you never listen to the rate payers	1
Because you never listened to us at the start, to didn't listen to us throughout and you're only just asking us questions about it now meatloaf two years on. I was also very upset that rather than fixing the bin service during Covid	1
Complaints have been ignored and suggestions have not been listened to. We have tried to work with the council but have been totally ignored	1
Decisions were made that affect everyone; however, everyone was not consulted	1
Lack of response and support to integrate apartment living into the service. We would like to access the food waste bins and this has been denied	1
Total	10

Council related

Absolute disaster. Cannot believe that you spend all this money on comms and marketing and this program is a complete and utter fail.	1
Any attempt to address this on social media has been ignored, with only non-kerbside addressed. The council have ignored common sense during a time in which many were working from home (resulting in more rubbish accumulation) and having to now include previously recyclable items into the waste. Oh yes and we just had a baby with lots of nappies. I'm just overall frustrated with this dilemma and how it led to locals dumping at local parks	1
Because Council doesn't offer any options to having four bins cluttering up the front of the house	1
Because it suits council more than it suits ratepayers	1
Because the current system doesn't work. The Council arbitrarily changed the system to try and save money at the great inconvenience of the very people they should be serving. Rates have increased and the only Council service we use has been halved. Just pick up my rubbish every week, that's all I need form Council.	1
Because the household rubbish needs to be weekly. This system doesn't work, and I wish council would listen to its rate payers	1
Because you made a poor decision. Rubbish is constantly overflowing. People are dumping rubbish into local park bins.	1
Council does not listen. Collects rates etc and then mandates how often general rubbish is collected. General rubbish should be collected weekly along with green waste to avoid vermin, maggots, ants, flies etc. SHAME ON YOU AND YOUR COSTS CUTTING!!!!	1
Council is more interested in making green political statements and wasting money on arts programs rather than collecting the rubbish	1
Council should just carry out core duties get of the green tram	1
Council to give more thought to your elderly citizens and disability citizens that suffer trying to get the 4 bins organised and out	1
Council's fake environmental efforts while increasing landfill volumes is deplorable. Council seeks only to decrease service levels while patting itself on the back. A more accurate slogan would be 'Recycling 2.0 - Let's send more to landfill!'	1



Councils has increased the volume of general rubbish (by limiting what goes on the yellow bin), whilst decreased the services, then asked people to pay extra. Very poor form	1
Having rubbish inspectors was so demeaning and patronising, we pay councils far too much for solutions that don't work. 4 different bins collected at different times is ridiculous for busy households	1
I am so annoyed with Council	1
I don't care about rubbish - I just want it taken away. I am not able to dispose of all my rubbish because I don't want the Council spies photographing and retaining images of my rubbish	1
Minimal recycling (we want the Council to find a way to collect and reuse all recyclable materials e.g., polystyrene, wax cardboard, soft plastics)	1
The whole community knows that all our trucks are going straight to landfill anyway. Oh, and STOP LECTURING us about reducing waste and 'doing the right thing' (bin police) when it's all going to landfill anyways, even the bins in parks etc aren't separated (and when they are they are still going off the old recycling guidelines) and it took a new councillor to get the council offices to start using the same bin system as us!	1
Total	18

General negative comments

because they are not contributing enough to my suburb	1
for a general household it is inadequate	1
Glass. We drink wine. This is ridiculous.	1
Half the most required service for no reason at all	1
Hate the large	1
I find as soon as they are emptied, they are full again	1
Total	6

Bin size

Bin too small	6
General rubbish bin too small	5
Bin sizes	4
Because the bins are big enough	2
As a renter, I have no right to get a second bin (we have a baby and nappies). I had to beg our landlord to get it for us and pay for it. Appalling and I feel like a second-class citizen. The rubbish bin is frequently only half emptied	1
Because the large green bin is too small to be putting in both food scraps, etc and garden waste together	1
Because they break bins, the bins aren't the right sizes	1
Because we struggle with our garbage fitting into the small bin in 2 weeks	1
Bin sizes are geared toward larger families and no single people of which there are a lot of units in Altona Meadows	1
Current capacity inadequate	1
Dark green bin is too small	1
Default sizing doesn't consider number of people in a household, the green bins stink	1



General rubbish bin is too small, leading to overflowing bin. A larger bin or more frequency of collection would be preferable.	1
General rubbish too small for fortnightly collection. Either 240L fortnightly or 120L weekly please. Most are overflowing in the neighbourhood	1
General waste bin free upsize should be offered	1
Glass bin is way to small needs to go to fortnightly or bin size to be increased	1
In my work I look after 2 other venues. 1 in Willy, 1 in Spotswood. At Spotswood, the truck has missed pick up a few times. At Williamstown we have had to go out and pay for a rubbish skip. It's a Community Centre with lots of waste and we don't have enough bins. So, it's been a nightmare for me.	1
The size of the bins needs to be increased	1
Total	31

Additional cost

Because any half-educated Troglodyte knows that this is financially driven, nothing more	1
Because it is so CONFUSING and STRESSFUL and costs me extra money & physical & mental effort that you have not given any consideration to	1
Because it's a money-making exercise and inefficient	1
Because my rubbish needs are not being met, and I have had to pay a lot extra for my extra bins to get the basic service my household needs	1
Because we do not have children, we are not eligible for the free upgrade. Why should we pay \$128 per year because we do not have kids? It is unfair and biased towards helping one demographic and not another.	1
Bin situation needs to be changed as we are paying an extra \$100 for a bigger bin	1
During a pandemic when people were struggling financially, the council increased the rates and decreased the most important service to the community. Also, apart from rates they expected people to pay for bigger bins	1
Must pay extra for 240 litre general rubbish bin which is required with current fortnightly collection. The disinformation that general waste would be significantly reduced by new classification system.	1
Having to additionally pay for a larger general rubbish bin and not being retrospectively offered the free upsize	1
Horrible enough is enough! Triple rates of any of the suburbs I have a rental property I yet minimal support from this council	1
I don't like the bin inspectors. Ppl walk past n put their rubbish in n it could put a bad sticker on my bin. Instead of bin inspectors get them 2 sort it out at the other end! Waste of rate payer's money.	1
I hate fortnightly collections on waste and recycling. Honestly, it feels that we are paying the price for doing the right thing.	1
I have had to make more trips to the tip this year than ever before. Very expensive and very frustrating	1
I'm paying more in rates to have a 240 general waste bin, why? Don't I pay enough in my rates already!!	1
The general rubbish bins overflow every week. We investigated getting a larger bin and you wanted to charge us for it. You must be kidding me. What is wrong with you people. Get your act together and fix this rubbish issue immediately.	1
Upsize should be at no extra charge	1
Total	16



Lack of space

Too many bins as we don't have room for them	2
4 bins are too many, they take up too much space on my property	1
As a townhouse owner, we don't have garden and our space is very limited. So having 4 bins is not practical. No compostable bin liner mean food waste will stink. That's why we don't use it	1
As highlighted in the part of the survey I have completed storage and space to have to house 4 bins in a unit complex is very hard	1
Because I don't want all these bins it's unnecessary and I don't have the room	1
Four bins take up too much space and if we are away there is too long to wait for the next service if we miss it	1
I have limited space on my property to store 4 bins as well as the amount of confusion sorting this rubbish has caused	1
I have seen rubbish dumped next door to the park because others had no room to put their rubbish in their bins	1
Total	9

Bins overflowing / too heavy

Bin's overflow	2
A lot of the residents don't recycle, and their bins are overflowing and smelly due to the fortnightly collection. They also contaminate neighbours' bins with their excess rubbish	1
At my house, the general rubbish is overflowing every fortnight	1
Because it has resulted in rubbish being dumped, not collected, or overflowing	1
Because the normal rubbish bin is a joke, we have a small bin and it needs to be collected every week as it does overflow	1
Bin stinks street overflows with rubbish	1
Bins always overflowing and attracts unwanted wildlife	1
Bins in the street constantly overflowing	1
Every week my waste bin is overflowing	1
Every week we overflow with general waste recycling	1
It is causing issues everywhere when neighbours dump their garbage on other peoples' bins because theirs are overflowing	1
When the general rubbish bins are overflowing on bin day birds peck at all the contents poking out and rubbish ends up all over the road . I have seen this frequently and it's disgusting	1
Total	13

Smelly / dirty / unhygienic

The green bin stinks	3
Absolute joke. Food waste rots and turns to sludge and maggots and stinks. You halved general rubbish, halved what we could put into the yellow bin and then bang on about reducing waste. So why are we throwing SO MUCH RECYCLING into general rubbish now? Green bins we need to use compostable bags	1
All relates to the green bin, very unhygienic	1
Because food in the green waste bin attracts maggots	1



Because I must take bags of rubbish to work and use the skip and the smell of 2week old rubbish is bad	1
Because it is not frequent enough and the bins are discussing. Even after cleaning with a pressure washer you still can get the smell out	1
Because it is such a poor option. You need to have central bins like Vienna and Europe where you walk to and put your recycling etc into. And at home you only have ONE bin	1
because it just isn't sanitary	1
Because my front yard smells like food waste and rubbish all the time	1
Because of the smells	1
Because the green and red bins need to be picked up weekly. (Smell and ants)	1
Because the rubbish bins need to be collected weekly people are getting maggots in the bin and it is unhealthy	1
Because the rubbish is only ever collected once a fortnight... which can smell! And the fact I end up putting compostable waste into the rubbish bin because I can't put compostable bags in the green bin. It doesn't make any sense to me!? I'm happy with the glass bin- I think it's a great idea.	1
Because there is rubbish in the street. The bins don't get collected. They take up so much space. They attract pests and ants and stink. We rarely get the bins collected without an issue	1
Bin needs to be collected weekly due to the smell	1
Bins are not feasible an eyesore outside properties always rubbish on nature strip just not working very unhygienic	1
Bins full a lot of the time. They smell because rubbish sitting for too long (fly)	1
Bins often overflowing and hate the smell of green bin	1
Bin's stink and overflow every week in the street	1
Bins stink if left to long and glass is a waste of space	1
Compostable food waste smelly and messy	1
Fortnightly collection of normal waste inadequate- dirty nappies smell after a few days, let alone 2 weeks!	1
Free washing of all bins would be a good idea because the streets stink on bin day	1
General waste is not collected often enough. It piles up, smells and is unhygienic	1
General waste is overflowing. Leading people to use public bins. Pet litter and baby nappies skink and attract flies breeding maggots	1
Green bin gets very smelly and food residue does not fully empty from base	1
Green food and waste get very smelly as we can't use composting bags. Rubbish bin not big enough and not collected often enough	1
Green waste bin has a significant impact due to food waste being stuck and decomposing on the bottom of the bin	1
Green waste bin is mouldy and disgusting with food waste without compostable bags, creating horrible smell and affect health	1
I dislike the green food waste bins not having environmentally decomposing bags. I can't stand the smells and the rotten food stuck at the bottom of the bin. This requires constant cleaning	1
I don't enjoy all the bins the smell of the food bin. I think it's disgusting. I hate having to clean it out. That u can't wrap the food waste up.	1
I don't like the green bin to be food and garden, it attracts so many flies and the bin is always smelly as no bags are used to contain the smell and flies	1
I have a baby. Nappies stink	1
I have real trouble accepting how the green and food waste is done. It is filthy and just something I expect to be better. The stench can be incredible	1
Pest and insects	1
The 12-month retained sludge at bottom of green bin is disgusting	1



The bins stink	1
The flies swarm it and birds rip the bags apart which causes rubbish all over the street and nature strips	1
The green bin is always smelly not ideal for hygiene	1
When our neighbours' bins are full, they then fill ours if there is room, and not necessarily into the correct bin. The rat population has exploded, and we now must use bait to keep their numbers under control	1
Total	42

Specific or limited waste to put in the bin

Yellow recycling is too limited with what can be recycled	1
Again, would prefer more ALLOWABLE RECYCLABLE items able to go into yellow and compostable bags in green waste	1
All plastics and aerosols should be able to be recycled. The numbers on plastics are often hard to read. I had to upgrade my general waste bin to 240l and am not happy that I will need to begin paying for this upgrade after June. Should be standard due to the extra plastic/rubbish going into this bin. I think the council would save money by making this size standard. There will be less illegal dumping of rubbish in the area which council have to collect	1
Any system that doesn't take recycling bin contamination into account is doomed to fail. It only takes one person to ruin the load and there will always be at least one person. We have given up on putting loose food scraps into the green bin as it got very disgusting very quickly. Surely, this could have been foreseen	1
Because I dislike food scraps being included in the green bin, makes it smelly and dirty	1
Because I feel that there is a more sustainable way of recycling. Glass and paper should be able to be dropped off at recycling centres located in each suburb. Then it is only plastic being recycled in the yellow bin	1
Because of requirement to put food in the green bin. It rots and creates a massive mess and maintenance nightmare. I wonder who came up with an idea to just chuck compostable food scraps directly in the bin which will liquidity into disgusting stinky mess each week impossible to wash	1
Because we are putting more recyclable materials in the landfill bin	1
Because you really stuffed up the yellow bin collection by reducing what I can put in there. It's now so confusing that I almost give up and put everything in landfill.	1
Compostable liners for kitchen caddies are essential and entering a contract that did not permit this was unacceptable	1
Confusing and limited recyclables, horrid smelling green bins because of no liners and can't dispose of compostable coffee pods	1
Confusion and annoyance with what can go into the recycling	1
Confusion over what can go into bins. Green waste bin is a problem with smell and maggots	1
Don't use food scraps as no compostable bags, had to upsize rubbish bin, recycling bin is always overflowing and should be able to recycle more	1
Food scraps rotting in the green bin is not acceptable	1
Forcing Food Waste to put in with Garde Waste has created an extremely unpleasant environment	1
Green waste should be able to take paper with food scraps	1
I don't see a point in removing caps of milk bottles to go on a dark bin. Its small material used for milk bottles	1



It has encouraged others to dump rubbish in other peoples' bins. There are still a lot of food waste items, such as meat trays, nappies that cannot go on other bins, so they sit for a fortnight waiting to be collected. The fortnightly collection often creates problems if you are absent on a particular weekend then must wait another two weeks. Not a very good idea	1
The bins are too specific to manage the waste inside my house before it goes in the bin	1
The number of recyclables able to be put in collection bin	1
What you can put in the bins is stupid. We should just be allowed to throw away our rubbish without being bullied by the bin police	1
Total	22

Bin collection restrictions / rules / system

4 bins are ridiculous. Shaming if you make a mistake and put wrong article in bin	1
ALL Councils do rubbish very poorly. Very often rubbish falls out of the bins (while the bin is being lifted) and ends up on the road. Councils should have a VERY STRICT rule that all bins MUST have the lid closed. If the lid cannot be closed due to it being over full then the bin should NOT be collected. This rule would also stop birds such as crows ravaging through the bins	1
Because it does not meet the needs of the community, not everyone has the same needs, and the current system suits smaller households	1
Because all these 4 bins are a waste of space & money! Keep it with just recycling & rubbish bins. Stop complicating things & nannying us!	1
Because garbage disposal has become an ordeal in this family that could be mitigated if the service providers would respond to individual requirements!	1
Because I'm very dissatisfied with it. The new and current system is a failure in my opinion.	1
Because it's a terrible service. We had no input as a rate payer into the system and we keep getting other people's rubbish in our bins. With no space on the street to even put them out due to cars are parked in the street	1
Because it's been very average and not helpful especially during covid. As a renter my landlord won't pay for additional bins, and I didn't qualify for the free upgrade	1
Because its hard and too time consuming	1
Because of the stickers that you place on the bins so many rules and complexities about what can go in the bin and what can't, the fact that you can't prove that it was me that placed something in there that was potentially wrong and then	1
Because of the unnecessary complexity of recycling	1
Because the bins stink. Compostable bags should be able to be used for green waste. The recommendation for residents to put lawn clippings in first is laughable and just not practical. Fortnightly collection of waste which contains human and animal faeces is not acceptable. Council should offer a free bin cleaning service on a regular basis	1
Because the limits imposed on families, independently of family and land sizes, are arbitrary and, almost always, insufficient	1
Because the new approach has not worked at all well in overall approach. The black bins and yellow bins are constantly overflowing are either need to be upsized or emptied weekly	1
Because we cannot use compostable bin bags in the green compost bins	1
Because we have enough to worry about raising a family and life to be stressing about the rubbish bins or arguing with neighbours putting rubbish in your bins, we should not have this pressure. You must change it for large families it just makes no sense	1



Because we have nowhere suitable to put 4 bins - they begin to smell and become rancid very quickly and I seem to be wasting water hosing them out unsuccessfully (as we have nowhere to do it properly). I am always washing the kitchen caddy (other Councils use a liner why can't we), that's a waste of water. The Council should have thought about this before imposing on us all these bins. They look ugly and are an eyesore as well. 2 Bins was fine but 4 is excessive. 1

Being forced into a system which now generates more rubbish that could have been recycled and having stinking overflowing general waist bins only being emptied fortnightly. 1

Bin collection impeded by parked cars. No standing zone in-force on bin collection day insufficient and not enforced. Complexity, inadequate collection and/or inadequate size of general rubbish encourages misuse by neighbours. 1

Bins are too full by the end of 2 weeks I must put recycling in my general rubbish because I don't have room. The current system is revolting it's not meeting people's needs. Giant stickers should have been placed on the side of bins or under lid. Calendar stickers would be good too. I still haven't received the bin schedule for this year. The system is stressful bins get collected whenever at all times of the day. It's not meeting the needs of the people all my neighbours struggle too. I agree with all the bins but two weeks of garbage in the sun is just disgusting and stupid 1

Bins should be a simple process 1

Bring the old system back. Stop playing with our lives 1

Can be very confusing with 4 bins, what goes in, what doesn't go in .We end up reading the instructions every time we put items in the bin to make sure we are not going to get a fine! Keep it simple 1

Can hardly fit the general rubbish in the red 240l bin with the fortnightly collection 1

Capacity needs to be matched to frequency. Family of 5 adults so the current arrangement of 120 litre bins does not fully suit when complying with the scheme. 1

Cause I would like it if a couple of the bins would come weekly and it's confusing what goes in the recycling bin 1

Cause the collection service still needs fine tuning and therefore I am currently doing a survey 1

Changes made does not fit all households 1

Changing this service during a pandemic was a ill-considered decision. Households now have more waste, and it is unsafe and unhygienic to keep it around the home for 2 weeks. 1

Clearly a money saving measure to reduce collection of the general waste bin. We want to do the right thing, but you aren't making it easy 1

Complicated! Purple, green bins always nearly empty on pickup. Red 250L and yellow bins always overflowing. Can I CHOOSE not to have purple bin and have an extra red bin pick up instead? 1

Due to the general rubbish. I understand why, but it's seriously not workable. 1

Each household is different. I fill my bins often before the collection cycle and others won't. This is a personal score for my household 1

Every week our rubbish bin is overflowing, and we run out of room because it's too small and not collected often enough while our green bin is a health hazard (mould growing on things, fruit flies and ants everywhere) that does not get filled 1

Fails to take in the needs of the community large families and the aged 1

Far too many bins - I've had to upsize purely because my bins were overflowing and not collected weekly. Would prefer less bins, all small size, collected weekly. 1

Few problems with current design 1. Hard rubbish issues 2. Soft plastics recycling 3. bigger bins where the frequency changed from weekly to fortnightly 1

For all the reasons I have put. Red bin should be weekly. More items allowed in recycle . Bags needed for food scraps! Glass bin should be the last bin collected at an appropriate time not the first 1



For me being a pensioner, this has been nothing but a bullying episode for pensioners going through there bins and giving notices about wrong rubbish when I have been so careful the information does not suit the older generation and is a waste of the public's money... Where is Wyndham putting their rubbish most likely the same Tip bullying from council giving the elderly anxiety	1
Fortnightly collection does not work	1
Fortnightly collection for general rubbish in a 120l bin is ridiculous	1
Fortnightly collection is not sufficient, and recycling has become too difficult	1
Found new bins when I came back to the house, whilst others still have the large bins	1
Frequency and size of bins is dissatisfying if all bins were large size and frequency increased to 1 and 2 weeks then it's a perfect system	1
Frequency and the complication of the new bin system and what is and isn't allowed in bins e.g., some plastics and not others in the yellow recycle bin etc.	1
General Rubbish bin needs to be collected weekly, with food waste, unhygienic, litter in streets, dumping of rubbish in neighbours' bins overflowing them and glass bin a nuisance as we don't use it	1
General rubbish bin needs to go back to weekly collections or increase bin size for everyone and collect fortnightly	1
General rubbish collection is a problem. Either change the size, or the frequency	1
General rubbish is not collected frequently enough. I am single so can't apply for bigger bin. Now I work from home all week it is too difficult to have a single small bin emptied once a fortnight	1
General rubbish is the problem and as there is less that can go in this bin then a larger general bin and/or frequency is required	1
General rubbish is too much for the bin service. The food waste is disgusting, and the bins are not easy to clean for people like my mother who has a disability. There is no explanation given as to the reason compostable bags are not allowed	1
General rubbish picked up weekly, with more recycling this should be picked up weekly and I should be able to recycle soft plastic more easily, food waste should be wrapped in biodegradable bag	1
General waste & recycle not frequent enough, smelly green bin, purple bin hardly used	1
General waste bin and green bin needs serious thought	1
General waste bin is too small and not collected frequently enough. Food and green waste are causing vermin and odour. Need to be able to use bags at least in it. Too many bins. Put glass in with recycled bin.	1
General waste bin size/frequency	1
General waste needs to be weekly collection of current 120L bin or keep fortnightly collection but give EVERYONE a free upgrade to 240L.	1
General waste should be collected weekly & not charged extra for upsize same goes with green food waste bin do not charge extra for upsize. General waste bins are overflowing in the streets, this is disgusting.	1
Get rid of glass bin and pick up general rubbish weekly	1
Give us 2 bins and you sort it or reduce our rate charges for doing your sorting	1
Glass and rubbish bins are not collected enough, or larger bins should be provided	1
Glass bin barely full, others overflowing due to size of bin and/or frequency of collection	1
Glass bin overloaded and small general not big enough with more previous plastic added to general waste and dirty & smelly green waste with washing bin each week	1
Go back to 2 bins with rubbish collected weekly. Or do what many Europeans do, generate power from incineration!	1
Green bin is disgusting, both waste and recycling bins are overflowing every time they need collecting	1
Green bin to small, garbage not collected often enough. For my needs, it would make much more sense to collect the garbage bin every week; supply me with a larger green bin and collect that each fortnight.	1



Household waste should have remained the same and the others spread out	1
I am being targeted and obtaining a sticker almost every fortnight on my recycling bin. If you need a degree to work	1
I don't the size of bins and frequency are right. Neither the recycling levels	1
I find the process, hopefully only being trial, to be a retrograde action, promoting unsanitary practices and ultimately an unsanitary environment.	1
I find this system is not really cost effective nor hygienic and if there is a population of people who are all different in one way or another this system has too many variables and is getting too complicated to work and is foul as well	1
I want the general bin collected weekly. I'm recycling less items than before the change. I don't like putting food in the green bin	1
We should not need a separate glass recycle bin. That recycle separation should be done by the recycle plant	1
Total	73

Other

Because of the general rubbish	3
5 stars	1
Added unnecessary stress which led to high blood pressure	1
Always room for improvement	1
Because it can get too hard	1
Because of the green	1
because that's all it deserves	1
Because you can't do any right	1
Bins dropped over driveways, in neighbour's house	1
Confusing	1
Four bins are too many	1
I believe it's a waste of rate payers' money only to satisfy recycling companies and a minority of residents. The area is now unsightlier with residents having bins visible from the street	1
I can't get all my rubbish away. It's a constant battle	1
I do not want to be told what to do. I want to throw my rubbish put and live my life without 4 bins spoiling my property	1
I have an objection to using the light green bin for uncontained food	1
I have rubbish building up in garage and inside house	1
Too many bins. Too much rubbish	1
Total	19
Total	451



Appendix Two: Council’s three-bin initiative for public bins in high-use areas

The following table outlines the verbatim comments received from respondents in relation to Council’s three-bin initiative for public bins in high use areas.

Feedback on Council's initiative to implement a three-bin system for public bins in high-use areas
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Survey (random telephone)
(Number of total responses)

<i>Response</i>	<i>Number</i>
<i>Positive comments</i>	
Good idea	48
Great idea	11
It would help segregate waste better	9
Love the idea	8
They should implement it	5
Love the idea, might reduce littering	4
Fantastic	3
It'll cost less money	2
The more recycling, we can do across the area the better	2
Better recycling	1
Desirable to do anything to increase efficiency	1
Doing a good job	1
Good idea especially around parks	1
Great idea needs more bins in public	1
Great to have it in Victoria	1
I'd support that	1
If it helps it will be good	1
It is a good start	1
It's a good idea at shopping centre and beaches	1
It's a good idea to have more recycling bins in public areas	1
Not a dumb idea	1
Sounds like a good idea, avoid littering	1
Sounds like a good plan to me	1
Surprised we haven't got this already	1
That's a wonderful idea – I would love to see it	1
That's an excellent idea – it's in overseas anyways	1
We are doing it at home so we might as well do it in public	1
Total	110
<i>Positive comments with reservations</i>	
Great idea, but people need to be educated to know how to put the rubbish clearly	3
If they are emptied regularly and kept clean, I think this is a good idea	2
Good if people use them properly	2
It will be good if people follow the rules	2



Clear signage, not ambiguous	1
Compliance	1
Good idea but the label should be very clear, or people should be educated	1
Good idea but there should be less additional charges	1
Good if they can do it for all community	1
Good if they can keep it going	1
Great idea but not sure how sorting would work in public	1
I'd be fine if rubbish doesn't end up in landfill	1
It must be tried out first	1
It is good to do that. But people just throw the rubbish and don't care which one should be put in	1
it's a good idea in public areas not in households though	1
Love the idea, do not want to pay extra rates for that	1
Should be more bins around	1
The green waste is very important if disposed in a sustainable manner	1
Total	23

Negative comments

Negative comments: costs

I am sick of Council implementing this system just for their profit margins	1
It would unnecessarily increase the cost that we are already paying	1
This will cost additional money	1

Negative comments: confusion

It may get confusing for the disposal of waste	2
It would be chaos because people do not pay attention	1
The more you segregate the bins the more mistakes the people make	1

Negative comments: compliance

Waste of time because people do not pay attention / comply	3
People might still not learn to dispose waste properly	2
A bit sceptical about it – not sure if people would do it wisely	1
If the Council believe that people will use the correct bins to throw away their rubbish, they are in lala land	1
Lot of people would not pay attention	1
Must rely on people to do the right thing which is usually not the case	1
No because people don't follow protocol, putting wrong waste into wrong bins	1
People do not care to separate the rubbish	1
People will continue to be lazy and will not follow the new system, so there really is no need for an extra bin	1
People will just put their rubbish in the nearest bin	1
The community is not mature enough to use it I suppose	1

Negative comments: pest infestation

They might increase the number of pests and insects around the area	1
Yes, go back to the old system this is a horrible system it's unhealthy you are causing rat infestation with this system	1



<i>Negative comments: general</i>	
That is ridiculous and useless	3
Too difficult to manage	2
Seems like a waste of time	1
<i>Negative comments: other</i>	
Fitting all the bins near shopping centres with so much parking	1
I do not care about that	1
Residents are using public bins near them so bad idea	1
This system of general rubbish frequency is badly affecting the parents who have young children	1
Would be too noisy for glass recycling	1
Total	34
<i>Other</i>	
A bulk rubbish collection twice a year would be good	1
Could use large communal bin	1
Council needs do more consultation and general rubbish should be weekly	1
For some people like me need this in their homes because I do not use the purple bin	1
Glass and mixed recycling must be in one	1
Glass recycling has no use at all	1
I would like general rubbish frequency to be weekly instead of fortnightly	1
More bins priority	1
Need the green waste bin	1
Purple bin should be 3 months collected	1
The current collection service is already quite complex it would be better if the council provides a good amount of knowledge on the garbage collection	1
There is lot maggot infestation in general rubbish due to fortnightly frequency specially during summer months it was horrible its unsafe to survive	1
They need to collect more regularly	1
Total	13
Total comments	180



Feedback on Council's initiative to implement a three-bin system for public bins in high-use areas

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

(Number of total responses)

<i>Response</i>	<i>Number</i>
<i>Positive comments</i>	
Great idea/ good initiative	551
Go for it / do it/ hurry up do it	33
Agree	23
Great idea! This would be good near bus stops, train stations, beaches, parks/recreational areas, and shopping strips (public areas)	7
Good initiative to separate glass recycling	6
Good idea to reduce the number of bins (four is too many to house)	6
Any option to improve recycling / reduce waste is a good option	5
As long as it's not too confusing and the bins are emptied/collected frequently/efficiently/weekly	5
As long as it can still get sorted and not all go into landfill	4
Hobson's bay council is doing a great job, keep it up!	4
As long as it doesn't cost us too much	3
Great idea. Better recycling processes help all of us	3
As long as it is very clear what goes in what bin, it would be good	2
Finally!!	2
Great idea. I also think the council needs bins for dog poo	2
About time!!! Europe and Japan have been doing this for many decades!	2
Good idea in high-use areas	2
A reduction in the number of bins would be beneficial. I would support a three-bin system as opposed to a four-bin system	1
About time. It should have been a prerequisite	1
Absolutely do it. I've seen it in other places and it's much better. Promotes responsibility and awareness. In high public places though make them bigger. They overflow after a busy weekend, for example and so lessens the positivity of the initiative	1
Absolutely worth considering. Should be mandatory for all Businesses as well. Including accommodation such as hotels	1
Absolutely. I have had the occasion to contact the council regularly regarding overflowing bins in and around the Williamstown beach and foreshore. Particularly after weekends and public holidays	1
Absolutely. This should already be implemented. A review of collections during high use and public events should also be reviewed to avoid overflowing bins	1
Agree - the collection of waste for landfill and recycling needs to be standardized across the Municipality	1
Agree this should be the case to ensure everyone is encouraged to recycle every time they put rubbish into a bin, not just when they are at home. It must become a normal habit	1
Agree. Good idea. The public bins in my area are overflowing at weekends. Additional bins are required	1
I am used to this in the city. I am happy for this initiative to be explored	1
Anything that has a positive impact on the environment whilst making it easy for the user is a good step	1



Anything that stops my neighbours from putting their rubbish in my bins. They don't pay attention to recycling, and they do it at night when they cannot be caught	1
Anything to improve the uptake of people understanding what rubbish goes where is great	1
At least you are finally listening to your customers, so thank you	1
Better plastic recycling options, not just type 1 or 2	1
Better than what's available now	1
Completely support this. Would also like to see greater cleanliness in general including cigarette butts and litter	1
Could we do a trial of purple bins in parks or community space. Happy to trial with mine as I don't really need it	1
Definitely a much-needed initiative to our earlier response to previous question	1
Excellent idea. Should happen. We recycle at home so we should be able to recycle when out as well	1
Fantastic idea. A central drop off for Tetra packs and other items not currently accepted would also be good	1
Fantastic idea. Would also love to see a further initiative of food scrap bin as well to then be made into compost	1
Fantastic we are often frustrated by lack of public space recycling	1
Fantastic. The more frequently this system is used the more people will get used to using it and the less whinging and wrong things in wrong bins	1
Good chance to have our say before new changes	1
Good idea - I would welcome this in each street, instead of every household having all these bins	1
Good idea - it seems the recycling all goes into the same dump-truck anyway	1
Good idea at Coles car park	1
Good idea if we recycle at home, we should be able to recycle in the general; community	1
Good idea to align public bins with household recycling requirements - gets people into good habits	1
Good idea, other councils already do this. Our current bins are overflowing, it's embarrassing	1
Good idea, to keep waste disposal consistent and promote good habits	1
Good idea. Europe goes further in separating glass into colours	1
Good idea. I think it's weird we recycle at home but not in the community	1
Good idea. I will be able to use the extra bins to dump rubbish now as the current services to my property are woefully inadequate at present	1
Good ideas hopefully the public would eventually get behind the idea	1
Great - just do it. Don't ask on this one. Obvious that this is the right thing to do. While household waste is about convenience first, we all still care about the environment and want to recycle where possible	1
Great and make then smart bins so you can stop water collections and just check on an app if the bin is full before going out to empty	1
Great but have a compost one too	1
Great idea - hate putting everything in waste when we are out	1
Great idea as this will work in with the household waste service and hopefully achieve a greater level of recycling thereby reducing landfill	1
Great idea do it, they have it all round city already	1
Great idea especially on Hudson's road for example where people purchase from the shops all the rubbish gets collected in the dark green bin and unable to be recycled etc. Would be good to have a bin for compost	1
Great idea more bins would be a useful as there are too many overflowing bins	1
Great idea to have a uniform policy across the board. More familiarity and compliance by the public	1



Great start. Possibly look at having neighbourhood recycling bins too so if residents have extra recycling that doesn't fit in their recycling bin, they can drop it off there too. Like some systems through Europe	1
Great to finally have some community consultation occurring. This should have been conducted prior to making changes	1
Great to see improvements to the waste system, particularly with green waste. Would love to be able to recycle more items through the yellow bin or an easier way of recycling soft plastics	1
Great! I thought this would have been done years ago!	1
Hobsons bay city council seem to manage waste better Werribee city council and the other councils that I have a property at. So, we'll done for being a leader, just ditch the Bin Chickens who have the ticks and crosses	1
I admire the initiative. Implementation is tough. Personally, I don't believe the mixed recycling will work. Why? 1. Those on train stations don't work	1
I agree on mixed recycling, 3 bins	1
I agree. Makes sense to send public bins and government housing bins to landfill. Really no point in some bins being 50% recyclable, and others being 97% recyclable	1
I am gob-smacked that it does not already exist, what are you waiting for? Those bins are already in use in lots of places	1
I am very happy about this. All the private businesses should start doing so too	1
I have seen this work in other countries. The bins would have to be placed somewhere for easy access for all	1
I hope it works	1
I like that we are being asked for our feedback. I like that council is aware of the environmental impacts of our waste	1
All good, satisfied customer	1
Total	719

Positive comments with reservations

Brilliant. But please use very clear, very descriptive diagrams/signage on the bins to minimise contamination	45
A good initiative. More needs to be done to educate the public/ needs clear labelling	28
Good idea, if they are used properly by people	29
Good idea but I do not think people will do it	17
Good idea however public bins require regular emptying	16
Excellent idea, ensure residents place them in right bin and how to police that?	7
A good idea, but difficult to ensure correct use/ difficult to educate the public	5
Absolutely for it. As long as our already extortionate rates don't go up/ does cost me any more	5
About time. Should be right through our shopping strips and shopping centres/ public areas	2
Good idea as 4 bins take up too much space	2
Great idea, but not confident on the levels of contamination that they would experience	2
Great idea particularly for the summer crowds. Just need to be persuaded to use them properly	1
Great idea we all ultimately want to do the right thing in regard to recycling, if it was available, I believe people would use it appropriately especially in public with eyes around you	1
Great idea, but not sure how good will public compliance be, likely to be left with rubbish in recycling	1



Great idea, make sure there are an adequate number of bins in a built-up area	1
Great idea, this should be something everyone is ready to adopt. Surprised this hasn't been implemented already to be honest	1
Great idea, would be needed in the most visited parks & reserves in our region	1
Great idea. Not sure the public is educated enough to differentiate. E.g., lazy and couldn't care less but it's worth a try	1
Great idea. Would need to make sure that bin emptiers do the right thing. I have observed more then on one occasion cleaners at the train station where there is a recycling bin just putting both bin rubbish together	1
Great idea. I see them elsewhere and unless there is some consistency about same bin design for same things everywhere- people just get confused and use all for everything	1
Great idea. Make sure bins are secure and numerous along the beach to avoid waste overflowing and blowing into the ocean	1
Great idea. People are familiar with the bins from their use at homes, aligning to use in public spaces makes sense	1
A great idea but the public never use them correctly. I always see general rubbish in the recycling ones. Better signage in different languages should be provided	1
Great idea but compliance is the problem as contamination results in greater landfill. It works very well overseas as I have observed but needs to go hand in hand with public education and awareness program	1
Great idea but I don't know how much attention people will pay to the bin they are using	1
Great idea but I'd be worried there'd be too much contamination to make it workable. People will get used to it though!	1
Great idea but may be hard to get the public to follow. We have a lot of people that visit Williamstown from other suburbs that won't care	1
Great idea but people won't do the right thing. Recycling will always be contaminated	1
Great idea but they will end up contaminated as most people will just throw rubbish in any of them particularly if one is full	1
Great idea but will be difficult to achieve due to other people contaminating and taking no care	1
Great idea if everyone does the right thing and uses the correct bin	1
Absolutely required and way overdue. More info needed about which lids we must remove before recycling. Also, which cardboards - wax or no wax? How much food product can be left in a container that you put in the yellow recycling bin	1
Absolutely yes this is required! Absolute blight that this hasn't been done sooner. Also requires enforcement because this is done elsewhere, and no-one follows protocols	1
Also have more bins available, every public overflow in the summer beyond a joke	1
Always some ignorant uncaring people will abuse this system but it's worth a try	1
And regular emptying - especially at major events or near the beaches in summer. They are often overflowing	1
As long you keep the place clean	1
At least it would reduce the number of bins that I juggle in my yard. Doing a green pick up on demand would be helpful. I don't put food scraps in it because they rot and stink	1
Better than the current 4 bin system. A 120L bin for food and green waste is too big and collected weekly will lead to rats, smells and maggots through the summer	1
Better would be separate bins for bottles and/or cans and one for general rubbish. Mixed recycling will not work in high-use areas	1
Bins are always full-on nice days so will only help this situation	1
Bring it on but figure out a way to manage coffee cups	1
Council should do this keep the small bins	1
Council should give this a trial in areas, such as cafes	1
Do it, note that limited space in high rise homes is limited	1
Enable more items to be recycled	1



Ensure that it's clear what goes in each bin and ensure they are picked up regularly, as soon as you don't collect rubbish regularly people will just throw rubbish wherever	1
Excellent idea, I worry about increased rubbish dumping. Maybe having in supermarket car parks larger recycling glass, cardboard etc bins	1
Fantastic initiative, but I believe too many members of the public either don't care or don't take enough care when using these type of facilities	1
Fine but might just add more confusion if the parks have a distinct three-bin system compared to a four-bin system at home	1
Fine by me so long as this is not used as an excuse to jack up our rates	1
Go for it - but some will use for their own households rather than just passing by	1
Good idea - but it needs to be enforced, as a lot of people won't care and put their rubbish in the nearest bin regardless of which bin it is	1
Good Idea ! No feedback at this stage, but I have seen this in use at some Shopping Centres outside Hobsons Bay council	1
Good idea , obviously nobody from Hobsons Bay council would have thought of this. But it should be implemented as soon as possible	1
Good idea as long as it doesn't cost anymore to the rate payers	1
Good idea as long as its policed correctly to avoid rubbish being contaminated and ending up in landfill	1
Good idea as long as people get educated on how to recycle. So many people have no idea yet. Also, unfortunately I have noticed that there is more litter in parks and nature strips lately	1
Good idea as long it doesn't cost the taxpayer to sort out mixed up bin contents	1
Good idea but downside is that most people do not know how to recycle properly	1
Good idea but I don't think it would be adhered to once the general rubbish bin is full	1
Good idea but it comes at a cost	1
Good idea but likely to be contamination due to some ignorant people	1
Good idea but most people ignore the signs and i have also seen council trucks tip all public bins in the one truck at collection	1
Good idea but needs to be highly monitored, I would recommend the opening of the glass recycling to be quite small so	1
Good idea but not sure how to use	1
Good idea but realistically it will be contaminated unless you sort it	1
Good Idea but seems hypocritical	1
Good idea but success would depend on compliance and frequency of collection	1
Good idea but will be abused by some scumbags in the community dumping their unwanted household garbage	1
Good idea hard to monitor. High risk of contamination of recycling	1
Good idea however we believe people will be tempted to dump rubbish	1
Good idea if the current recycling bins are used well and not contaminated	1
Good idea in theory but requires very high compliance to be effective. Not sure that the increased surveillance/checking will be worth it	1
Good idea provided the public use them properly and they are emptied	1
Good idea though make sure bins are emptied regularly especially during peak times and extra bins during events	1
Good idea! But you need to make sure they are in more places as there are simply not enough now and the ones that are there need to be emptied far more often as they are always overflowing after a weekend!	1
Good idea, as long as the bins are checked for contamination and sorted before getting sent to the recycling provider	1
Good idea, but businesses/retailers in the area need to be on board e.g., recyclable cups that don't need to be separated into separate bins	1
Good idea, but will the public use correctly	1



Good idea, hard to educate the community to comply	1
Good idea, however, am sure when one bin is full people will just put rubbish in any bin available so there could be contamination	1
Good idea, however, I feel one of the issues with public bins are inadequate size and frequency of collection	1
Good idea, however, it relies on the general public doing the right thing	1
Good Idea, however, will need education and encouragement for people to put items in correct bins. E.g., Take away coffee cups are generally thought to be recyclable, alas at this time they are not	1
Good idea. Although may be less useful when container deposits are introduced	1
Good idea. But public education will be the challenge. People are too lazy	1
Good idea. Can't happen soon enough	1
Good idea. Concerned people (especially those visiting the area) won't use properly. Need to make sure bins have capacity to deal with busy days (or summer weekends on beach and Nelson Pl) where current bins are insufficient	1
Good idea. Need more bins to reduce plastic going into sea. Also, local shops on pier Street should be required to only provide compostable cutlery and containers	1
Good idea. It is inconsistent to not have this system in public places same as for households. May help educate residents also to how households should sort waste	1
Good idea. Need a different system in high-use and low-use areas	1
Good idea. Need way more bins in general in high walking areas in this council for dog poo	1
Good idea. Please label clearly on the bins what can (and can't) go in each bin to make it very unambiguous. The Melbourne zoo does this really well if you want a good example	1
Good idea. Should have been implemented a long time ago especially along the esplanade	1
Good idea. Think it could be difficult to get people to use it properly though	1
Good idea. Will need sorting!	1
Good initiative but foresee problems in application	1
Good initiative but would suggest signage on bins to educate people about which bin to use. E.g., a lot of people think coffee cups can be recycled	1
Good initiative. Pity that some people just litter and don't care. Some increased policing of littering bylaws would be good	1
Good intention but not sure how effective it will be in respect of contamination	1
Good, I'm concerned about whether all public bin rubbish now just goes straight to landfill	1
Great do it but make sure they are checked and cleared regularly. The esplanade in Altona is disgusting at times	1
Great idea - challenge will be education of public and high level of contamination	1
Great initiative it would be good to also have soft plastic collection areas	1
Great initiative. Stay firm in terms of recycling and waste management goals. People will eventually get over themselves and learn to recycle and reduce usage better	1
Great! It needs to be combined with education and by-law enforcement on littering - instead of Parking Officers I would like	1
Great!! That would be excellent for public bins, good one Hobsons Bay	1
Great, do it, as well as thin plastics - and ensure bins are collected as we sometimes find some parks have bins full (especially close to bin night as residents put their household rubbish in)	1
Great. I agree with this arrangement, but the general waste bin should be upsized	1
Great. Less bins better. This initiative did not consider the size of dwellings. Smaller units complex now having to store 4 bins each home. Having to leave outside or in garage	1
Happy with more recycling options in public places but worry it will get contaminated	1
Happy with services. Some of the footage of the glass bins in the media has shown people putting jars with lids in the bin which is not correct. Consider revising	1
How about start off with bigger bins then gradually decrease the size	1



How would council police what is put in bins. I think there should be a large fine for people depositing rubbish in other people's bins	1
I agree with using different bins in public areas; however, I am not confident some people will place general rubbish in any bins	1
I am in all for it, and always sort my rubbish if the option is available (and even teach my children to do so), but good luck with that! My observations indicate that a noticeable amount of people could not care less about rubbish etiquette	1
I believe (hope) people would use these bins correctly. Most people want to do the right thing	1
I have seen it used before and I think it's great so long as the bins are cleaned regularly. More bins being dirty makes the streets disgusting. I don't like the idea of lots of bins on the roads, but recycling is important	1
I have seen this work in Europe although the big public bins are unsightly if they could be made more attractive it would be a bonus	1
I hope it would work but not confident that the public would do it properly to make it successful	1
I like the initiative but as I've seen in other areas where they just have the two types (Rubbish/Recycle) some people don't even look which bin they're throwing their waste into	1
I'd like to think they would work but I have not seen the public adhere to the requirements of using the	1
If people weren't so self-centred, it would be a great idea. 9/10 people throw things in the first available bin	1
It's a hard job changing habits, you are doing well	1
I like the idea but unsure of how literate people are on what can and can't go in the bins, especially the yellow recycling bin	1
I like the idea, but I see the current 2 bin system being used incorrectly, so it may be a waste of money	1
As long as bins are bigger for general waste and perhaps implement drop offs bottle banks throughout the shire as they do overseas	1
As long as it does not affect our current services	1
As long as it doesn't look messy	1
As long as they are conveniently placed. In Newport it's so hard to find any public bins and council has even taken many away last year. Also need to empty them more frequently, around the dog parks the public bins are nearly always full	1
Excellent Even if people don't use it correctly which creates a lot of work for the collection service it still gives the message to separate rubbish	1
Great idea, but you need to make it easier for all of us. Invest more	1
Total	280

Negative comments

Negative comments: compliance

Concerned that the public will not place rubbish in appropriate bins	13
A waste of money/time due to most people place their rubbish in any bin	11
A lot of rubbish goes into the wrong bin/ high contamination	9
Currently I notice some people are regularly putting their household rubbish in public bins! / People misusing public bins	6
A lot of education is required. I constantly see people use all bins for rubbish	4
Good luck getting people to use the right bins! Far too complicated for many	2



Bad idea - people should be responsible for their own rubbish. We already have neighbours who dump their excess rubbish in our bins (even putting	1
Congratulations and thank you for educating me and supporting us as a community on better recycling practice. There are a lot of lazy people that take no responsibility for their environment. I am grateful to live in such a progressive Council area	1
Considering how much rubbish people leave on the pavements and surroundings green areas, this may be waste of time to separate waste into 3 bins!	1
Experience at my business has shown that a lot of people either refuse to understand or wilfully ignore what can go in each bin, leading to high levels of contamination of the waste streams	1
Given the number of visitors to the area, I don't think it will be utilised properly. In summer months, pizza boxes and cans will be littered along the Esplanade whilst glass will only be half full	1
Good luck in educating people to comply with this initiative given they are happier to dump their garbage into other householders' bins	1
Good luck. The council needs to concentrate on picking up all the rubbish on the ground - especially around the sea and waterways	1
Good luck! Most people will do the right thing but at least 30% won't, which will mean Council needs to pay money to have the rubbish sorted to reduce its contamination level. It's then cheaper to just take it all to landfill	1
Good luck! The public suck and can't even use the 2-bin system properly	1
Happy to keep as it is. I cannot see a lot of glass being recycled in public areas therefore should remain as it is. In my opinion, alcoholics are most of the glass use in public areas	1
Hard enough getting people to use two bins, little own three. Re-think this implementation....as it must be user friendly, and the users must actually use it with little/no effort	1
How about compacted bins instead? what hope do you have of people using them correctly - especially from visitors from other municipalities	1
I don't know what is meant by 'high-use' areas, but it sounds like a good idea. I approve on a temporary basis to see if it works or if stupid people put the wrong things into recycling bins	1
I don't think the community would use the bins appropriately, people have enough trouble using their household bins. Recycling bins in my area are always overflowing and filled with boxes that are not flattened and non-recyclable coffee cups	1
I don't think they ever get used properly or at all. You can tell by the amount of rubbish you see on the streets . I'd prefer more bins in residential streets to encourage dog walkers to bin their animal's waste rather than leave it on the ground	1
I don't want to indulge people because they can't recycle, I don't want to be punished financially because people cannot recycle, there needs to be more inspections, there needs to be less waste going to landfill	1
I don't see how this will work in a public space where people have no accountability for what they put in. People can't even do it at home when they are threatening with their bins not being collected	1
I like it the way it is. Don't want large skip bins in areas to share if that's what you mean. I am so tidy, and others are so messy	1
Total	63

Negative comments: costs

4 bins is too many. Reduce bins to reduce costs. Where are we expected to store them? I will send you an invoice for land lease	1
Are my rates going to increase?	1



At a cost to the rate payer these services should not have to be sorted by rate payers . That is why we pay our rates isn't it ?	1
Cannot see it working cannot mix now so would probably be too expensive rates	1
Collect rubbish bins every week please no extra charge to rates, it's unfair to families	1
Cost should be considered as rates are already extremely high and there is so much waste of funds already. This could end up just another expensive exercise in feel good territory rather than being value for money.	1
Council should be doing a much better job for what they are being paid for instead of all these additional charges, etc. to the ratepayers. Council has lost sight of what it is there for	1
Does this implementation mean extra cost for the council? What impact would that have on low-income ratepayers? Does that again mean higher council rates	1
Doesn't make any difference what the public think. The councillors spend our money without consideration of the rate payers	1
Don't waste our money. This council gets too many ideas. Go with cost effective solutions	1
Greenhouse emissions is not true fake news we already pay enough for council rate, bin collection should be included and not made to pay more	1
Haven't the council just spent money upgrading the rubbish systems, only to change it again?	1
Here we go again, wasting hundreds of thousands of dollars of ratepayer's money	1
Hobsons Bay introduced the four bins. There should be no additional charge to this, if you can't afford it	1
How much extra money would it cost the ratepayers or how much extra bonuses do the bosses get	1
How much more is that going to cost us?	1
I am not paying for whatever you think! Just because we are wealthy it doesn't not mean we will pay	1
I don't want to pay more rates for that, and I would prefer the household rubbish system is resolved first as a priority	1
I don't believe rate payers should be charged any extra for the change council made. And I, like many neighbours believe the general rubbish collection should be weekly, as it was prior to the new curb side initiative	1
I don't see why I have to pay extra for our glass bins we have 2	1
I don't see why we have to pay extra for a change in bin sizes. We are already being charged enough. And how about some service like we used to get before the takeover of our council by Williamstown	1
I have 5 people in my household. I do not want to pay for any upsize. We are already paying too much in council rates of which we are not seeing too much by the council in road repairs, landscape, community services	1
Can it be implemented with no additional expense to ratepayers?	1
Total	23

Negative comments: confusion

Don't make it confusing. People will struggle to get it right and end up costing rate payers more	1
Easy for residents to use but may confuse visitors who come from areas with other bin set ups. That said, Glass recycling should an option as we are all used that already	1
Glass and mixed recycling should be combined. it's way too confusing otherwise	1
Good in theory but mixed recycling is already confusing to a lot of people, this may make it more so	1
Having educated the community on a 4-bin system and then introduce a 3 bin system could lead to confusion for some	1
How do you stop contamination?	1



I am sceptical that it could be effectively make the best use of glass product prefer the separation because more likely to be recycled	1
Total	7

Negative comments: pest infestation

Green bin waste stink due to the contents of food waste. Need it to be weekly and possibly have recyclable paper for food and animal waste. Maggots and stink are not really acceptable	1
Green bin/compost would be amazing too - but I understand this is harder to keep contaminates out	1
Hard in a public space to recycle food containers without food contamination	1
Total	3

Negative comments: general

Current bins in public areas seems to be working well	14
Good luck	13
Go with two, rubbish and recycling.	5
Three bins are more than ample. Four bins are ridiculous	4
"Don't you already do this??"	1
Absolute joke nothing wrong with it before you touched it	1
Absolute waste of time and money	1
Absolutely not. Look at shopping centres, whereby bins regular	1
Another mess coming up	1
As long as the bins are not overfilled and emptied regularly this could work if everyone puts correct rubbish in correct bin - yeah good luck with that	1
Bins are overflowing in public spaces. If this will fix this issue great but public space bin collection frequency needs to be seasonally adjusted. In summer Altona beach bins are overflowing most times	1
Council should have got it right in the first place. Practicality, not Green politics	1
Current 4 bin system is working with issues. Council should prioritise the efforts to look at options to fix the issues in current rather than move to another system sends a mixed messages to public	1
Difficult to police	1
Do a better job of recycling but also take the rubbish away. By not taking rubbish away regularly enough there is more rubbish on the streets and being dumped	1
Don't complicate an easy task. Bins in areas that need them	1
Don't support this mix including general rubbish	1
Don't agree. Collection of green/food waste is very important. Turns ethane into 'green energy' - gas,	1
Don't mess it up like you have with the residential one	1
Generally, Hobsons Bay needs more bins, period!	1
Get your act together what is the point of having four bins then	1
Glass bin is too big and seldom used	1
Glass bins are a waste. I can't imagine what you would put in a public bin that's glass. Twice as many recycling would be better or just two bins. If you make it difficult people, I'll get it wrong. Everyone knows the green lid and yellow lid system	1
Glass bins are pointless	1



Glass bins collected 6 monthly, green bins 6 times a year , yellow each week , rubbish weekly	1
Go back to basics, do away with plastic, use glass for milk like years ago, wash the bottles and re-use. Do away with plastic drink bottles	1
Good idea. At the moment, we need surplus places to put the waste that overflows because of your current ineffective system	1
Great initiative...but how about you just start with clearing the bins	1
Great survey, bit lengthy but good. I don't agree we should pay extra for a larger bin	1
Have become used to the current system and constant change makes for the frustration of learning a new system every time	1
Haven't come across this in other areas so wonder why Hobsons Bay needs this if others don't	1
How about you focus on collecting existing rubbish first	1
How is that going to fix the problem of helping the environment? how is the recycling process going to be achieved if everything is mixed with each other? We may as well go back to the way we were	1
I can imagine the contamination would be huge	1
I can't see much use for glass recycling in most public places	1
I disagree and the current 4 bin system should be maintained	1
I don't think introducing new habits for the public bins will work as expected. I doubt the current 2-bin system is even working properly	1
I get woken up every morning at 05.45 by your council garbage truck emptying one rubbish bin in front of my house 3 bins would be good for the environment by not my well being	1
Total	70

Negative comments: other

Council removes bins thinking that is a solution to the rubbish problem	4
Fix the household bin issue first!!!	2
One bin system and provide employment for people via sorting	1
All the rubbish goes to China, right? Just give me one bin a week. Problem Solved	1
As I have explained you need to get on to shops about the wasteful wrapping on things and we would not have weekly collection but until this is done, we have no options but to get our bins collected weekly and this is not good	1
Back to what it was before. There was no problem with how it used to be until China stopped taking our rubbish	1
Believe it will result in the same mess as the residential system. Prefer governments to locate the recycling problem where it starts: in the hands of manufactures who overuse soft plastics and packaging	1
Bring back weekly (red Bins) general waste back. Council should be ashamed of them shelf for doing what that have done by taking out general waste from weekly. Bring back weekly general waste back as soon as possible	1
Can you also look at littering initiatives to get people to put their rubbish in a bin in the first place please?	1
Consideration of separating paper and cardboard from the general recycling bin. Glass collection to be changed to every two months	1
Depends on what "mixed recycling" means. I'm happy with the current system providing green waste goes to composting	1
Do whatever you like around splitting waste but tell us what we can and can't do- be relentless with this!	1



Don't do it unless you're serious. Too many times I've seen these initiatives in different communities and then I witness the garbage collector take everything. That is, it being only a perceived effort	1
Don't understand the statement above. Does this mean the "food garden" bin will be taken out of use? In which case I don't approve	1
Fix the problems with the shit new system before you do anything else	1
Fix this nonsense, fortnightly pickup of rubbish and no bag food waste bins are awful. Western suburbs are treated poorly whilst our easterly friends get bin bags	1
Get a new contractor who will accept both glass and mixed recycling, save the number of bins out there	1
Glass should go with mixed. No need for an added bin. Extra bins take up too much space	1
Hard for me today. I think Council should rely on research and experience. If compliance with 3-way sorting is generally low, then it might not be worthwhile - keep it simple and accept the cost of sorting the waste	1
Have often seen glass and recycle bins go into same truck so don't see what council should be paying for new separate bins	1
I don't agree with this we should introduce refundable glass bottles (as per many European) countries with collection at supermarkets. This would also remove the need for kerbside glass collection	1
I have no kids, just me. I pay rates. The only thing I need it regular efficient waste collection and nicely maintained cricket grounds. I get neither, my rates are wasted by corruption. Sort yourselves out and provide a service for the money you steal	1
Bringing of 'glass' to public areas should not be encouraged, and therefore bins for these types of rubbish should not be introduced	1
Total	27

Other

Collect them weekly/ collect red bin weekly	10
I'd prefer to have the green waste than the glass recycling/ prefer more green bins	7
I barely use the glass bin/ my household barely uses glass	4
I have no feedback on this initiative. I would need more information. Please clarify your intention	3
Consider larger families when selecting bin size, give options and frequencies of pick up	3
Do not understand what you are proposing	2
I have not seen the initiative in detail to make comment	2
I don't think people are happy with fortnightly collection	2
The 120 L bin for rubbish it should be collected weekly during summer	1
240ltr general waste collected weekly, 240ltr mixed recycle collected weekly , 120ltr glass recycle collected monthly. This means one less bin and are smelly bins collected weekly	1
A fair amount of my food waste fills a half of the bin, this would not mix well with cardboard?	1
A trial should be conducted	1
All bins need to be cleaned (green)	1
All desirable options came with an extra fee. These should not be additional but part of the standard rates	1
Allow compostable bins in the organic waste bin. It's ridiculous to having food rotting in these bins openly	1
Allow compostable bags in green waste bin	1
Allow soft plastic also in recycling	1
An annual hard rubbish collection at the kerb for the households that share driveways, or alternatively 1 or 2 tip passes for Hobsons Bay residents to Brooklyn tip	1



Apartment living is a high use area, with very limited access to adequate recycling facilities, it would be great to see the Council being proactive and investing in managing this issue for (rate-paying) community	1
Are the areas large enough, what education and monitoring will be undertaken - having watched the community in park locations - many seem to mix waste now	1
Are you going to abandon composting of kitchen waste and garden refuse?	1
As there is no refuse site available close to Hobson's Bay , the cost to ratepayers should be minimal for kerbside collection. The new system is dysfunctional and disgusting with the dog waste being invaded by vermin through summer	1
As usual the council won't talk to the rate payers...it's impossible to even phone the office without hanging on the phone for an hour. Then when anybody does actually speak, they do	1
Bins in units need to be addressed 27 units each having 4 bins. Place looks like a tip	1
Biracial. Overdue and should go hand in hand with kerbside. All about behaviour change	1
But what about the green waste? I would like the green bins for green waste to continue	1
Can I buy my own compostable bags?	1
Can we have more information about where to dispose of items such as perfume bottles, chemical waste, light globes/electronic waste/batteries, and aerosols please	1
Change the frequency of the dark green bin the weekly and the light green bin to fortnightly. It makes more sense and for the past year it has been a struggle with the general waste going fortnightly	1
Collection and requirements of recycling yellow bins needs to be reviewed	1
Compaction bins should be considered too, along with more bins along the foreshore and popular reserves, shopping precincts, etc	1
Compatible bags should not incur a fee to residents	1
Compostable bags would be needed for food waste. Would you need to mix recyclable products given the loss of one bin?	1
Compostable plastic does not work in real	1
Consider that South Kingsville and possibly other areas within the Council areas have a high number percentage wise,	1
Council has lost touch with community needs	1
Council must consider the collection of all plastic and plastic wrappers in the mixed recycling, not relying on dropping these off at supermarkets	1
Council needs to provide ratepayers with evidence of how this initiative has contributed to a decrease in carbon omissions and the positives impact on the environment. We need to be able to see if there has been real change as this system	1
Council should create jobs and pay people to sort rubbish	1
Do not charge extra for anything. We pay enough rates as it is	1
Do not increase costs, that is a ridiculous notion. Swap the dark green with the light green in terms of frequency Weekly - dark green or red Weekly - recycling Light green - food scraps - monthly Glass - every 2nd month or pick up on appointment	1
Do you still store garbage in warehouses that catch fire ? Is there any point?	1
Does general rubbish include garden waste as I believe the garden waste bin should be used, no use for the class recycling if you only have 2 - 3 bottles in the bin	1
Does this still consider garden waste	1
Dog waste is a big problem	1
Don't do it if you do not have process facilities	1
Don't put recyclable to landfill	1
Don't think there will be use of glass recycling in public	1
Don't understand what you mean by high-use areas or whether this includes the current collection of green waste e.g., lawn clippings and pruning and weeds	1
Err what about food & plant rubbish? These are not compatible with any of the 3 proposals here and cause me great concern as to what is Council really up to??	1



Expand the selection of items that can be recycled but are not currently accepted	1
Follow the same procedures for household	1
Free plastic bags and take the purple bin	1
From the compost you make from the green bins, I think it would be a great idea to offer them to household	1
Garden waste need not be collected every week, but a monthly collection would be good. Not zero collection	1
General rubbish bin needs to be upgraded at no additional if the collection is going to fortnightly	1
General rubbish bins are constantly overflowing, especially during peak periods (holidays etc) this needs monitoring to empty more frequently	1
General rubbish larger bins weekly no extra fee no purple glass bin just alternate grass and recycle also large bins but no fee increases	1
General Rubbish, mixed recycled and green waste only	1
General waste bins at 120litre require weekly pickups not fortnightly, all other bins are spot on	1
Get rid of the purple bin and increase the red	1
Get the household collection service corrected first before venturing into a service that you know will still be tipped into the same truck and taken to landfill	1
Glass recycling is becoming obsolete as most things are in plastic now. Bottles, jars... Not worth the cost. High use area needs more general rubbish and a regular pick up. For events like hot summer weekends	1
Glass recycling monthly is wasting rate payer's money. It can be done every 6 months if not every year	1
Glass should have been left to put in the recycling bin	1
Green bins are gross something needs to be done and there are too many bins	1
Have you considered the rubbish collection service used in Amsterdam (Netherlands) ?	1
Have you ever investigated the waste? How much glass is dumped in public area? It can be another purple bin: low usage and higher cost	1
Here's some feedback. Don't provide a survey to angry residents who the council is trying to hoodwink with their reasons for change to the kerbside garbage collection	1
High use areas? I don't understand what the question is. Just make the bloody general waste and green waste large bins collected weekly!	1
How about putting glass collection bin in car parks at Coles and Woolworths?	1
How about you service the ratepayers first and then worry about public areas unless you're going to allow us to dump our garbage in public bins?	1
How do you distinguish high usage areas it depends on each family's usage	1
How often in public would someone have glass to dispose of? Maybe there would be too many bins around which could make public areas look overcrowded etc. We don't think many people would be disposing of glass in high-use public areas	1
How will people clean items prior to recycling in a public place? Otherwise support the initiative. Many parks and shopping strips could also use food waste bin	1
I believe based on seeing large scale bin contamination in my neighbourhood	1
I believe the food / green bin is important but can understand that if you live in units' space for 4 bins is difficult	1
I do not understand the premise of this question, and I am getting annoyed as whoever wrote it, will get the answer they want to due to bias questions	1
I do not understand this. I would like the green and food waste bins to continue	1
I don't understand it. What about the green bin	1
I don't understand the question? Do you mean replace kerbside with centralised drop points? If so, then I would expect to see a rate reduction corresponding to service removal	1
I don't have a clue what your sorting system is. I give up! just return general rubbish	1



I don't know how this will work. I'll need more information. There needs to be a system for times when the house has more rubbish than normal, Easter Christmas other celebrations during the year	1
I don't understand the initiative to be able to provide feedback! What is a high-use area? What is a public bin? I can't really understand the initiative from a one-line statement	1
I have advised that we need a better system	1
I hope that they don't become unsightly dumping grounds	1
I just hope that the recycling is being sorted correctly at council's end	1
I'd limit what is collected in recycling to minimize contamination. For example, go for glass recycling and other	1
It everyone can fill up a glass recycling bin quick or within weeks , we have never used ours then we should get a discount	1
I'm disappointed with the change in the recycling of plastics as well as the general waste collection ever fortnight	1
I've noticed that it seems like less green bins go out each week (hopefully compostable bags will change that) so if you do 3 bins what happens to green waste? I like the green waste collection	1
Total	116
Total comments	1,308



Appendix Three: survey form



**Hobsons Bay City Council
2021 Kerbside Collection Services Review Survey**



Hello my name is ___ from Metropolis Research and I am calling on behalf of Hobsons Bay City Council, to conduct a short survey about Council's kerbside collection services, called Recycling 2.0.

As part of its one-year review of the service, Council is seeking your feedback about how you use your bins and how the service could be improved to meet your household's needs.

The new four bin system is in line with State Government policy that requires all councils transition to a four bin service by 2030.

The four-bin system means we can recycle more, including food and packaging, and send less to landfill. Council's program also changed how often bins are collected.

The survey will take approximately 10 minutes to complete, is voluntary and completely confidential.

**Thank you for participating.
First can we start with a few general questions about the new bin collection services and how Council informed you of the changes last year**

1

Of all the information available, which, if any, of the following do you recall reading about the new bin collection service?

(please select as many as appropriate)

Booklet information pack delivered with the bins	1	Postcards about contamination / recycling bin check program	5
Website FAQs	2	Council's social media posts	6
Smartphone app	3	In the Loop newsletter / brochure	7
Collection Calendar	4		

2

On a scale of zero (very dissatisfied) to 10 (very satisfied), how satisfied are you with how well Council informed you of the changes to the new bin collection services last year?

1. Being informed of the changes to the bin collection service last year?	0	1	2	3	4	5	6	7	8	9	10	99
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If less than 6, why do you say that?

3

On a scale of zero (very dissatisfied) to 10 (very satisfied), how satisfied are you with the delivery of the new bins last year?

1. The physical delivery of the new bins.	0	1	2	3	4	5	6	7	8	9	10	99
---	---	---	---	---	---	---	---	---	---	---	----	----

If less than 6, why do you say that?

4

Why do you think that Council introduced the new kerbside collection system?

5

Do you know that you can upsize and / or order additional bins?

Yes - I am aware and have upsized a bin or bins	1	Yes - I am aware but have not up-sized any bins or ordered additional	3
Yes - I am aware and have an additional bin or bins	2	No - I was not aware I could upsize / order additional bins	4

6

Are you currently using the free COVID-19 rubbish bin upsize service?

Yes	1	No	2
-----	---	----	---

7

What size bin do you have for each collection type?

	120L (small)	240L (large)	Can't say
1. General rubbish bin (DARK GREEN or RED)	1	2	9
2. Mixed recycling bin (YELLOW)	1	2	9
3. Food and garden waste bin (GREEN)	1	2	9

Thank you. Now I would like to ask you a few general questions about how you use the kerbside collection services.

8

How often do you typically put each bin out for collection?

	Every time	Every second time	Less often	Never	Can't say
1. General rubbish bin (DARK GREEN or RED) - fortnightly	1	2	3	4	9
2. Mixed recycling bin (YELLOW) - fortnightly	1	2	3	4	9
3. Food and garden waste bin (GREEN) - weekly	1	2	3	4	9
4. Glass recycling bin (PURPLE) - every four weeks	1	2	3	4	9

9

Approximately how full are each of your bins each time you put them out for collection?

	Almost empty	1/4 full	1/2 full	3/4 full	Full	Over flowing	Can't say
1. General rubbish bin (DARK GREEN/RED) - 120L	1	2	3	4	5	6	9
2. Mixed recycling bin (YELLOW) - 240L	1	2	3	4	5	6	9
3. Food and garden waste bin (GREEN) - 120L	1	2	3	4	5	6	9
4. Glass recycling bin (PURPLE) - 120L	1	2	3	4	5	6	9

10

On rubbish bin collection night, have you observed rubbish overflowing from bins around the neighbourhood?

Yes - many bins are overflowing	1	No - most/all bins are not overflowing	3
Yes - some bins are overflowing	2	Can't say / not sure	9

11

In the last six months, have you experienced any issues with your bin collection services?

No (<i>go to Q.13</i>)	1	Yes - frequently	4
Yes - once or twice	2	Yes - every time	5
Yes - occasionally	3	Can't say (<i>go to Q.12</i>)	9

12

Please describe the issues you have had with your bin collection services?

General rubbish	
Mixed recycling	
Food and garden	
Glass	

Thank you.

Now we will take a closer look at your satisfaction with each of the four collections.

13

The standard food and garden waste service is currently a GREEN small 120L bin which is collected weekly. On a scale of zero (very dissatisfied) to 10 (very satisfied) , how satisfied are you with the following aspects of the food and garden waste collection?

1. The size of the bin (120L - "small")	0	1	2	3	4	5	6	7	8	9	10	99	
1a. If less than 6, what size would you prefer?							(1) Smaller	(2) Larger					
2. The frequency of collection (weekly)	0	1	2	3	4	5	6	7	8	9	10	99	
2a. If less than 6, how frequently would you prefer that it was collected?							(1) Fortnightly	(2) Monthly					
							(3) Do not use	(9) Other (___)					
2b. If this was a 240L bin, how frequently would you prefer that it was collected?							(1) Weekly	(2) Fortnightly					
							(3) Monthly	(9) Other (___)					
2c. If weekly collection of a 240L bin is preferred, why would you need this bin collected weekly?													
2d. Council is currently not able to offer a compostable bag: however, if future contracts did allow, would you like the option to use compostable bags as part of the food and organic waste bin service?							(1) Yes	(3) Not sure					
							(2) No						
2e. If compostable bags were provided that you could put into the GREEN bin, how frequently would you prefer the bin was collected?							(1) Weekly	(2) Fortnightly					
							(3) Do not use	(9) Other (___)					
3. What you can put in the bin	0	1	2	3	4	5	6	7	8	9	10	99	
3. If less than 6, what else would you like to put in the bin?													

14

The standard general rubbish collection is currently a (DARK GREEN or RED) small 120L bin collected fortnightly. On a scale of zero (very dissatisfied) to 10 (very satisfied), how satisfied are you with the following aspects of the general rubbish collection?

1. The size of the bin (120L - "small")	0	1	2	3	4	5	6	7	8	9	10	99
<i>1a. If less than 6, what size would you prefer?</i>							(1) Smaller			(2) Larger		
2. The frequency of collection (fortnightly)	0	1	2	3	4	5	6	7	8	9	10	99
<i>2a. If less than 6, how frequently would you prefer that it was collected?</i>							(1) Weekly			(2) Monthly		
							(9) Other (_____)					
<i>2b. If this was a 240L bin, how frequently would you prefer that was collected?</i>							(1) Weekly			(2) Fortnightly		
							(3) Monthly			(9) Other (___)		
<i>2c. If weekly collection of a 240L bin is preferred, why would you need this bin collected weekly?</i>												
3. What you can put in the bin	0	1	2	3	4	5	6	7	8	9	10	99
<i>3. If less than 6, what else would you like to put in the bin?</i>												

15

The mixed recycling service is currently a (YELLOW) large 240L bin collected fortnightly. On a scale of zero (very dissatisfied) to 10 (very satisfied), how satisfied are you with the following aspects of the mixed recycling collection?

1. The size of the bin (240L - "large")	0	1	2	3	4	5	6	7	8	9	10	99
<i>If less than 6, what size would you prefer?</i>							(1) Smaller			(2) Larger		
2. The frequency of collection (fortnightly)	0	1	2	3	4	5	6	7	8	9	10	99
<i>If less than 6, how frequently would you prefer that it was collected?</i>							(1) Weekly			(2) Monthly		
							(9) Other (_____)					
3. What you can put in the bin	0	1	2	3	4	5	6	7	8	9	10	99
<i>If less than 6, what else would you like to put in the bin?</i>												

16

The glass recycling service is currently a (PURPLE) small 120L bin collected every four weeks. On a scale of zero (very dissatisfied) to 10 (very satisfied), how satisfied are you with the following aspects of the glass recycling collection?

1. The size of the bin (120L - "small")	0	1	2	3	4	5	6	7	8	9	10	99
<i>If less than 6, what size would you prefer?</i>							(1) Smaller			(2) Larger		
2. The frequency of collection (monthly)	0	1	2	3	4	5	6	7	8	9	10	99
<i>If less than 6, how frequently would you prefer that it was collected?</i>							(1) Weekly			(2) Fortnightly		
							(9) Other (_____)					
3. What you can put in the bin	0	1	2	3	4	5	6	7	8	9	10	99
<i>If less than 6, what else would you like to put in the bin?</i>												

17

On a scale of zero (very dissatisfied) to 10 (very satisfied), how satisfied are you overall with the Hobsons Bay City Council kerbside collection services?

1. Overall satisfaction with kerbside collection services	0	1	2	3	4	5	6	7	8	9	10	99
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If less than 6, why do you say that?

Thank you, now that we have explored your views about the current services, Council is keen to understand your preferences for these services into the future

18

If you had the option to up-size or increase the frequency of one bin (due to costs), which would you prefer?

(please select one number only)

Upsize general rubbish (DARK GREEN or RED) bin to 240L <i>(but still collect fortnightly)</i>	1
Upsize food and garden waste (GREEN) bin to 240L <i>(collected weekly)</i>	2
Increase collection of mixed recycling (YELLOW) bin to weekly	3
Increase collection of general rubbish (DARK GREEN or RED) bin to weekly <i>(but still a small 120 bin)</i>	4
Increase collection of glass recycling (PURPLE) bin to weekly	5

19

For the general rubbish collection (DARK GREEN / RED) bin service for all households across Hobsons Bay, which would you prefer?

(please select one number only)

The current system of a small 120L general rubbish bin collected fortnightly <i>(at no additional charge)</i>	1
A small 120L general rubbish bin collected weekly <i>(at an additional charge of \$40 to \$45 per year for each household)</i>	2
A large 240L general rubbish bin collected fortnightly <i>(at an additional charge of \$15 to \$20 per year for each household)</i>	3
Don't know / can't say	9

20

For the food and garden waste service (GREEN) bin service for all households across Hobsons Bay, which would you prefer?

(please select one number only)

The current system of a small 120L food and garden waste bin collected weekly <i>(at no additional charge)</i>	1
A small 120L food and garden waste bin collected fortnightly <i>(at a reduced charge of around \$30 per year for each household)</i>	2
A large 240L food and garden waste bin collected weekly <i>(at an additional charge of \$30 per year for each household)</i>	3
Don't know / can't say	9

21 If a future contractor allowed compostable bags, would you opt-in to receive a year's supply of compostable paper bags for your kitchen caddy at an estimate cost of approximately \$40 per year?

Yes - definitely	1	No	3
Yes - possibly	2	Can't say / unsure	9

22 What do you believe should be Council's top priority when designing the kerbside collection services?

(please select one number only)

To collect household waste at the most cost effective price to ratepayers	1
To minimise the environmental impacts of household waste <i>(e.g., reduce greenhouse gas emissions, reduce the amount of waste sent to landfill)</i>	2
To maximise the convenience of kerbside collection services to the community	3
Other (please specify):	9

23 To align more with the kerbside service, Council is looking to implement a three-bin system (mixed recycling, glass recycling, and general rubbish) for public bins in high-use areas. Do you have any feedback on this initiative?

Thank you, and now just to finish with a few questions about you and your household to help us understand how different groups in the community use these services

24 Please indicate which of the following best describes you.

18 to 34 years	1	60 to 74 years	4
35 - 44 Years	2	75 Years or Over	5
45 to 59 years	3	Prefer not to say	9

25 With which gender do you identify?

Male	1	Non-binary	3
Female	2	Prefer not to say	9

26 Do any members of this household speak a language other than English at home?

English only	1	Other : _____	2
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27 Do you or any members of this household identify as having a permanent or long-term disability or medical condition?

Yes	1	No	2
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28**How many people usually live in this dwelling?**

Adults:

Children:

29**What is the structure of this household?**

Two parent family (<i>youngest 0 - 4 yrs</i>)	1	One parent family (<i>youngest 13-18 yrs</i>)	7
Two parent family (<i>youngest 5 – 12 yrs</i>)	2	One parent family (<i>adult child only</i>)	8
Two parent family (<i>youngest 13 - 18 yrs</i>)	3	Group household	9
Two parent family (<i>adult child only</i>)	4	Sole person household	10
One parent family (<i>youngest 0 - 4 yrs</i>)	5	Couple only household	11
One parent family (<i>youngest 5 – 12 yrs</i>)	6	Other (<i>please specify</i>): _____	12

30**Does this household have any pets (dogs or cats)?**

Yes	1	No	2
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31**What is your current housing situation?**

Own this home	1	Renting (<i>public</i>)	4
Mortgage (<i>paying off this home</i>)	2	Long-term lease (<i>e.g. retirement vlge</i>)	5
Renting (<i>privately</i>)	3	Can't say / prefer not to say	9

32**In what type of dwelling do you currently live?**

Separate detached house (<i>a single house on a block</i>)	1	Flat, unit, or apartment (<i>where there are shared bins for all apartments</i>)	4
Semi-detached, row, or terrace house	2	Other (<i>please specify</i>):	9
Flat, unit or apartment (<i>where each apartment has its own bins</i>)	3	_____	

33**In what suburb do you live?**

Altona	1	Seaholme	7
Altona Meadows	2	South Kingsville	8
Altona North	3	Spotswood	9
Brooklyn	4	Williamstown	10
Laverton	5	Williamstown North	11
Newport	6	Seabrooke	12

34**Do you have any other comments you would like to make about Council's kerbside collection services?**

THANK YOU FOR YOUR TIME AND FEEDBACK

A summary of the results to this consultation will be made publicly available by Council on the website at the conclusion of the project