



Hawkesbury City Council

attachment 1  
to  
item 97

Community Consultation  
for Garden Waste  
Service Options for  
Hawkesbury City  
Council – December  
2011 – APC  
Environmental  
Management

date of meeting: 26 June 2012

location: council chambers

time: 6:30 p.m.



A vertical strip on the left side of the page containing three images: a photograph of a steep, forested mountain peak under a blue sky with white clouds; a solid green rectangular block; and a photograph of red bottlebrush flowers in the foreground with a green forest in the background.

# **Community consultation for garden waste service options**

**for**

# **HAWKESBURY CITY COUNCIL**

**December 2011**

---

APRINCE CONSULTING PTY LTD TRADING AS APC ENVIRONMENTAL MANAGEMENT  
ABN 96 077 504 226

TH 4/28 West St North Sydney, NSW 2060 ~ Phone: 612 9907 0994 Fax: 612 9907 0330  
Web: [www.aprince.com.au](http://www.aprince.com.au) E-mail: [admin@aprince.com.au](mailto:admin@aprince.com.au)

This report was researched and prepared by



APrince Consulting Pty Ltd trading as APC Environmental Management  
ABN 96 077 504 226  
Email: [admin@aprince.com.au](mailto:admin@aprince.com.au)  
Web: [www.aprince.com.au](http://www.aprince.com.au)

Sydney  
TH 4/28 West St  
North Sydney NSW 2060  
Phone: (02) 9907 0994  
Fax: (02) 9907 0330

for

Hawkesbury City Council  
P O Box 146  
Windsor NSW 2756  
Phone: 4560 4563  
Fax: 4560 4400

APC Environmental Management would like to thank Mathew Collins for coordinating the publicity for the consultation. APC would also like to thank Matthew Owens for his attendance at the consultation workshops.

© December 2011 APC

#### **DISCLAIMER**

Any representation, statement, opinion or advice, expressed or implied in this publication is made in good faith, but on the basis that APC is not liable (whether by reason of negligence, lack of care or otherwise) to any person for any damage or loss whatsoever, which has occurred or may occur in relation to that person taking or not taking (as the case may be) action in respect to any representation, statement of advice referred to here.

## TABLE OF CONTENTS

<b>Executive Summary .....</b>	<b>4</b>
<b>1 Introduction .....</b>	<b>6</b>
<b>2 Background.....</b>	<b>6</b>
<b>3 Methodology .....</b>	<b>7</b>
3.1 Research .....	7
3.2 Media release .....	8
3.3 Surveys.....	8
3.4 Focus groups .....	9
3.5 Data analysis .....	10
<b>4 Results .....</b>	<b>11</b>
4.1 Demographic questions.....	11
4.2 Garden waste questions.....	14
4.3 Food waste questions .....	19
4.4 Focus group responses .....	22
<b>5 Summary of results .....</b>	<b>23</b>
<b>6 Discussion and recommendations .....</b>	<b>24</b>
<b>Appendix A Media articles.....</b>	<b>25</b>
<b>Appendix B Survey questions .....</b>	<b>28</b>
<b>Appendix C General Focus group feedback.....</b>	<b>30</b>
<b>Appendix D Web survey results .....</b>	<b>31</b>
<b>Appendix E Phone Survey results .....</b>	<b>38</b>

## CHARTS AND TABLES

Table 1 Focus group schedule.....	10
Table 2 Gender.....	11
Table 3 Age of respondents .....	11
Table 4 Suburb that respondents live in.....	12
Table 5 Would you use a garden waste collection? .....	14
Table 6 How much do you think it costs council to provide the service? .....	16
Table 7 How much are you prepared to pay per fortnight for the service? .....	16
Table 8 Do you think the service should be optional?.....	17
Table 9 If optional, would you be interested in having a garden waste service?.....	17
Table 10 Would you use a smaller bin if a garden waste service was introduced? .....	18
Table 11 Would you need a food bin? .....	20
Table 12 Would you pay more for a food waste service?.....	20
Figure 1 Number of residents per household .....	13
Figure 2 What type of property do you live on? .....	13
Figure 3 What do you currently do with your garden waste? .....	14
Figure 4 How often would you use the service? .....	15
Figure 5 Would you pay \$2-3/hhld/ fortnight for the service? .....	18
Figure 6 What do you do with your food waste, peelings and leftovers? .....	19
Figure 7 Would you use a weekly food waste service? .....	19
Figure 8 If no, why wouldn't you use a food waste service? .....	20
Figure 9 How much extra would you pay for a food waste service? .....	21
Figure 10 In the last year how many times have you visited HCWMF? .....	21

## EXECUTIVE SUMMARY

Hawkesbury City Council (HCC) engaged APC Environmental Management (APC) to develop, implement and report on a community consultation program to determine willingness to pay for a kerbside garden waste program.

Currently HCC diverts 22% of waste from landfill. The state government has set a target for councils to reduce domestic waste to landfill by 66% by 2014. 60% of the garbage stream is organic. Therefore the next major opportunity for HCC to improve waste diversion is to assess options for diverting organic waste – either through a dedicated organics collection or mixed waste processing.

The consultation ran from the 25 October to the 6 December and included:

- 201 Phone surveys – 3 November to 15 November
- 582 web surveys – 25 October to 6 December
- 39 Written surveys – 1 November to 10 December
- 3 focus groups, attended by 40 people – 28 and 30 November
- Council website page and survey link
- Two articles in the local newspapers

### *Summary of results*

The combined results of the phone, web and written surveys are shown below.

#### Demographics

- 822 people participated in the surveys
- *Gender:* 60% of respondents were women
- *Age:* 42% were 55+, 43% were 35-55, and 15% were 18-34.
- *No. of residents per household:* 1: 11%, 2: 35%, 3:20%, 4: 20%, 5+: 15%.
- *Dwelling type:* 58% standard block, 20% very large block, 17% rural residential, 5% unit or villa

#### Garden waste survey results

- 83% would use a garden waste collection
- What respondents currently do with garden waste (multiple answers accepted)
  - 74% garbage bin.
  - 40% compost
  - 32% take to the tip.
  - 30% put it in a heap at the back of their property.
  - 15% burn garden waste.
- *Preferred collection frequency* 54% fortnightly, 20% weekly, 15% monthly, 11% wouldn't use the service.
- *Willingness to pay:* 65% indicated that they would pay \$2-3/ hhld/ fortnight.
- *Optional or compulsory:* 62% say the service should be optional. 31% thought it should be compulsory, 7% did not show a preference.
- *Willingness to opt in:* 75% indicated that they would have the service, and 7% were not sure. 18% did not want the service.
- *Smaller garbage bin?* 40% yes, 38% no and 20% already had a smaller bin.

### Food waste survey results

- 51% would use a weekly food waste service and 12% were unsure.
- What respondents currently do with food waste (multiple answers accepted):
  - 65% garbage bin
  - 36% compost
  - 15% give scraps to chooks, 9% to worms and 13% to other pets.
- Of the respondents that did not want a food waste service
  - 54% already compost,
  - 20% concerned about the cost,
  - 18% did not have enough food waste
  - 9% felt it would be too inconvenient.
- *Kitchen caddy required?* 56% would not require a food bin and 15% were unsure.
- *Willingness to pay:* 55% would not pay more. 14% would pay up to 30c more per week for the service, 11% will pay 31-60c, 10% will pay 61c-\$1 and 8% will pay more than \$1.

### ***Discussion and recommendations***

Residents are willing to pay up to \$3 per household per fortnight (\$78/hhld/year) for a garden organics service. This is consistent with the expected service cost for HCC based on desktop research of other outer Sydney council's 240lt fortnightly garden organics services costing approximately \$70/hhld/yr.

Based on the community consultation results APC recommend that:

1. Hawkesbury implement a fortnightly 240lt garden organics service to all residents with a garbage service.
2. That smaller garbage bins (140lt) be made compulsory as part of the garden organics rollout.
3. A comprehensive education campaign be implemented prior to, during and after implementation of the new scheme.
4. That subsidised compost bins and worm farms be offered to residents for food scraps.
5. A second garden organics service could be considered as an option, at extra cost to the resident, as part of the contract for those that require a weekly garden organics service.
6. If residents require a larger garbage bin, this could be provided as an option at a cost to the resident.

There does not appear to be a strong trend for or against a food waste collection. The decision for most respondents appears to be based on cost rather than willingness to participate. Based on existing market research it appears that it would not be possible to provide a combined garden/food waste collection for \$78/year/hhld.

## 1 INTRODUCTION

Hawkesbury Council engaged APC Environmental Management (APC) to develop, implement and report on a community consultation program to determine willingness to pay for a kerbside garden waste program.

Garden waste is currently disposed of with the garbage or as part of the opt-in bulk waste service; however residents have indicated that they would like a similar system to other councils with a separate garden waste collection.

The project scope of the consultancy includes:

1. Conduct a public consultation process encompassing all those properties in the city that currently receive a garbage service (approx. 21,000 services), to explore introducing a service on a cost sharing basis that would cover:
  - a) all these properties,
  - b) some of these properties or
  - c) none of these properties.
2. Based on the consultation responses, provide a report to Council staff with recommendations.

The consultation ran from the 25 October to the 6 December and included:

- 201 phone surveys – 3 November to 15 November
- 582 web surveys – 25 October to 6 December
- 39 written surveys – 1 November to 10 December
- 3 focus groups, attended by 40 people – 28 and 30 November
- Council website page and survey link
- Two articles in the local newspapers (Hawkesbury Gazette 2 November pg9 & Hawkesbury Courier 1 Dec pg 3 see *Appendix A*)

## 2 BACKGROUND

Currently HCC diverts 22% of waste from landfill. The state government has set a target for councils to reduce domestic waste to landfill by 66% by 2014. The most recent waste audit shows HCC's garbage stream includes 16% vegetation, 28% food waste and 16% paper. This means that 60% of the garbage stream is organic. Therefore the next major opportunity to improve waste diversion is to look at options for diverting organic waste – either through a dedicated organics collection or mixed waste processing.

In addition to achieving the state government targets there is also an incentive to reduce waste to landfill to reduce the amount of landfill levy paid and to reduce the liability for carbon tax.

A garden waste service would be likely to include the following components (16% of the waste stream):

- Flower cuttings
- Lawn clippings
- Leaves/ weeds
- Sticks & branches – less than 1m.



One of the considerations in the consultation was whether to include food in the garden waste bin, as this would significantly increase diversion (28% of the waste stream). If a collection and processing option was available for food, then it would also be acceptable to put contaminated paper (16%) into the organics bin. It is assumed that if food waste was to be included in the collection it would need to be a weekly service.

Recent trials in South Australia indicate that food waste recovery is increased if a kitchen caddy is provided. This formed another question in the consultation to determine, from a cost, convenience and engagement perspective, whether there was a need for a kitchen caddy, shown in the images below.



Approximately 50% of South Australian householders were motivated to use the food waste service because council had provided a kitchen caddy. Participation was 18% higher with the provision of an aerated kitchen caddy and biodegradable bags, compared to the non-aerated container. The rationale behind using a kitchen caddy is that it creates more ownership over the issue and provides an opportunity to engage with residents in the new behaviour. Provision of a container should significantly increase food waste diversion.

### 3 METHODOLOGY

Prior to commencing the consultation APC met with relevant HCC staff to determine the preferred timeframe and scope of the consultation.

#### 3.1 Research

APC conducted desktop research to ascertain the cost and type of organics collection services provided by other NSW councils. This data was primarily obtained from the *OEH NSW Local Government Waste and Resource Recovery Data Report 2009/10*. The following cost and service information was used in the survey development, the focus groups and media releases.

Fifty nine NSW councils offer a garden waste service. Forty two councils provide a 240lt containerised service – most (67%) are fortnightly. The remainder offer various containers or a loose/bulk waste collection with 14% offering weekly services, 10% monthly and 9% on call.

Costs range from \$13 – \$103/hhld/yr with an average of approximately \$50/hhld/yr or \$70/hhld/yr for outer Sydney councils. Examples of annual costs per household are:

- Cheapest \$13 Newcastle – on call/bulk collection
- Leichardt \$24 – monthly, 240 bin, all council on one day
- Most councils - \$35 - \$75 –for 240lt fortnightly.
- Penrith - \$98 for garden and food waste weekly

The information in the *Data Report* is self reported by councils that have a variety of ways of calculating the costs which is why there is so much variability. The cost may or may not include the implementation and rollout of new bins. For councils that offer their own in-house waste collection service the cost per household may not fully reflect the education, customer service, depot and maintenance costs. For contracted services the age of the contract may influence the cost per household, as it may not reflect recent variation in costs.

As most South Australian Councils have recently implemented a food waste collection service this was also considered in the desk top research. Zero Waste SA has published a range of reports on the effectiveness of their food waste trials.

### 3.2 Media release

APC drafted a media release in late October that was revised by HCC staff and sent to the local newspapers. The purpose of the media release was to raise awareness about the issue and to increase participation in the survey and focus. The Hawkesbury Gazette ran the article almost straight away on the 2 November pg9 (**Appendix A**). The Hawkesbury Courier decided to wait until after the focus groups had finished and published on the 1 Dec pg 3. Even though it was printed in December the article still stated that workshops were being held at the end of November. This resulted in a number of phone calls and residents that were disappointed that they'd missed the workshops filled out the survey over the phone if they didn't have access to the internet. The media releases generated quite a lot of interest in the topic resulting in phone calls both to APC and council.

### 3.3 Surveys

A number of survey methods were used engage residents. The questions for the phone, web and written survey were all the same. There was a slight adjustment to the wording to make it appropriate for each audience. An example of the questions used is shown in **Appendix B**.

#### 3.3.1 Phone survey

Phone surveys were conducted over 6 nights by two staff. Surveys were conducted on Sunday to Thursday nights between 4pm and 8.30pm

650 phone numbers were randomly selected from the local White Pages to achieve the 200 completed phone surveys. The suburbs included were reviewed by council to ensure that they were all within the garbage service areas for HCC. Phone surveyors spent between 10 – 25 minutes per survey. If calls were not answered, or it was an inconvenient time then the surveyors called back.

### **3.3.2 Web survey**

The web survey was developed by APC using Survey Monkey web software that helps to format the questions and conducts some basic analysis to make it easier to monitor incoming survey responses. A link was provided to council to test the survey prior to it being published.

The web survey link was placed on council's website; it had a dedicated page, as well as two links from the homepage and an image of three bins on the homepage to draw attention to the survey.

Council has access to two email lists of residents that have expressed an interest in being informed about council projects. One is a general consultation group; the other is a sustainability email list. There was a spike in responses for up to three days after each of these emails were sent. It is estimated that 30 responses came from the general consultation group and 80 came from the sustainability group.

The initial media article in the Hawkesbury Gazette resulted in about 110 survey responses. An additional spike in responses was seen after the article was published in the Hawkesbury Courier, stating that the survey was about to close. This resulted in over 250 additional responses.

### **3.3.3 Written survey**

The written survey was provided particularly for the HCWMF users to get their views. It was also provided at the library, council front desk and as an option to send to people that don't have access to the internet. The survey was to be returned to the Waste Management Officer via post or internal post, so that no cost was incurred if people filled it out and returned it onsite. It is not known how many surveys were taken, 39 were returned to council.

## **3.4 Focus groups**

Focus groups were held to provide more detail to residents and to receive more comprehensive feedback, as the written surveys were fairly limiting.

The aim of the focus groups was to:

1. Provide participants with improved understanding of garden waste services
2. Hear residents views and opinions
3. Develop group recommendations on best future service option for Council to adopt.

The focus groups were held on the 28 November and 30 November. The majority of the residents that attended the workshops had conducted the survey on line and expressed an interest through that. APC then contacted interested residents and provided them with specific workshop times.

The focus group schedule is outlined in Table 1. Two evening sessions were held. The second day time one was cancelled due to lack of interest. The drop-out rate was high despite confirming with residents that they were interested in attending the nominated session. 68 people expressed an interest in attending, 40 attended.

**Table 1 Focus group schedule**

Day	Time	Location	No. of RSVPs	No. attended
Mon 28 <sup>th</sup> Nov	1-3pm	Tebbutt Room in the Library, Windsor	24	15
Mon 28 <sup>th</sup> Nov	7-9pm	North Richmond Community Centre	19	11
Wed 30 Nov	7-9pm	Stan Stevens Room, Deerubbin Centre, Windsor	25	14

The workshop was held over two hours, including a break for a coffee. There were two parts, part one provided a background of services in Hawkesbury and other councils, service options for Hawkesbury and preliminary web survey results. Part two was interactive with residents discussing the options and priorities then developing recommendations.

The information provided in part one of the focus groups was a simplified version of the information provided in the background and research sections of this report. Part two of the workshop included discussion questions such as

- Should council introduce a garden waste service?
- Should council include food waste with the garden waste
  - With or without a kitchen caddy
- Should council reduce the garbage bin size?
- Who should be eligible – urban and rural, or just urban?
- Frequency of service – monthly, fortnightly, fortnightly summer only, weekly?
- What should the cost be? Is \$2-3/fortnight reasonable?

### **3.5 Data analysis**

The individual survey results were analysed to determine results and trends. One set of analysis was conducted prior to the focus groups so that preliminary results could be shared as part of the workshop. A second set of analysis was conducted once all surveys were closed.

The results were combined to provide overall results which are presented in this report.

## 4 RESULTS

The combined survey results are shown in this section. The survey was made up of three sub-sets of questions. The first set of questions related to a garden waste collection only, the second set related to a combined food/garden waste collection and the third set were demographics questions that have been presented at the beginning of the results as context. A breakdown by survey type and additional comments are shown in *Appendices D and E*. All of the surveys showed similar trends.

Overall 822 people participated in the surveys. Not all questions include responses from all people surveyed as some questions were optional, some were clarifications to a yes or no answer and therefore were not relevant to all respondents and comments were generally not included in the counts. The number of responses included in the data is indicated in the chart title, for example n= 803, unless it is already indicated in the figure or table.

The first three questions of each of the surveys were filter questions:

1. Are you a Hawkesbury resident?
2. Do you receive a weekly garbage pickup by council?
3. Are you over 18 years of age?

The purpose of these questions was to ensure that all participants in the survey would be affected by the proposed service. If a respondent answered no to any of these three questions they were excluded from the survey.

### 4.1 Demographic questions

There were a number of demographic questions to determine the representativeness of the results. 60% of respondents were women (Table 2). This is fairly typical of all surveys due to women being more willing to participate in surveys. There were a similar number of respondents (43% and 42% respectively) between the ages of 35-54 and 55+ that participated in the survey. The smallest portion represented were those in the 18-34 year old age bracket (Table 3). The percentage of HCC adult population figure is based on ABS data and shows that the 18-34 year old age bracket are under-represented as respondents and the 55+ bracket are over-represented in the survey.

**Table 2 Gender**

Gender	Response Percent	Response Count	% of HCC population
Male	40.3%	321	50.1%
Female	59.7%	475	49.9%
<b>Total</b>	<b>100%</b>	<b>796</b>	<b>100%</b>

**Table 3 Age of respondents**

Age	Response	Response Count	% of HCC adult population*
18-34	14.6%	116	32%
35-54	43.4%	346	39%
55+	42.0%	335	28%
<b>Total</b>	<b>100%</b>	<b>797</b>	<b>100%</b>

\*Note: Based on ABS data for residents over 18.

Table 4 shows the breakdown of respondents per suburb. This shows that respondents from across the council participated in the surveys. Generally the more populated the suburbs the more respondents that participated from that area. In total 34 different suburbs were represented.

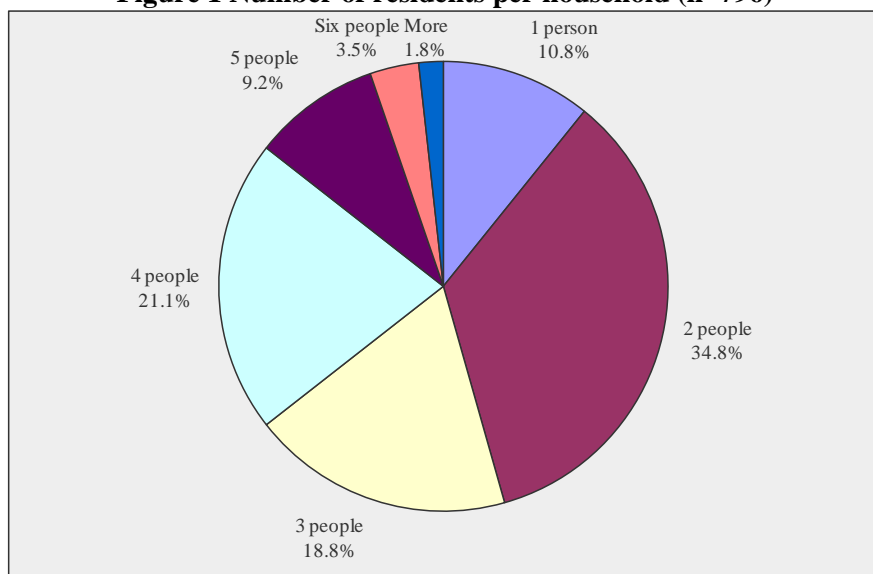
**Table 4 Suburb that respondents live in**

Suburb	Phone	Website	Written	Total	%
Agnes Banks	4	3		7	0.9%
Berambing	1			1	0.1%
Bilpin	5	3	1	9	1.1%
Blaxlands Ridge	1	1	1	3	0.4%
Bligh Park	22	55	1	78	9.8%
Bowen Mountain		24	6	30	3.8%
Cattai	3	2		5	0.6%
Cumberland Reach	1			1	0.1%
East Kurrajong	9	3		12	1.5%
East Richmond		3		3	0.4%
Ebenzer	4		1	5	0.6%
Freemans Reach	6	20		26	3.3%
Glossodia	13	31	3	47	5.9%
Grose Vale	4	6	1	11	1.4%
Hobartville	9	35	1	45	5.6%
Kurmond	2	8		10	1.3%
Kurrajong	8	15	2	25	3.1%
Kurrajong Heights	5	17		22	2.8%
Kurrajong Hills		3		3	0.4%
Lower Portland		3		3	0.4%
Maralyla	5	4		9	1.1%
McGraths Hill	9	31	3	43	5.4%
Nth Richmond	13	59	2	74	9.3%
Oakville	5	5	1	11	1.4%
Pitt Town	3	16	2	21	2.6%
Richmond	25	57	5	87	10.9%
Scholfields*		2		2	0.3%
Sth Windsor	13	51		64	8.0%
Tennyson	1	1		2	0.3%
Wilberforce	11	28	1	40	5.0%
Windsor	13	27	2	42	5.3%
Windsor Downs	4	16	1	21	2.6%
Vineyard		4		4	0.5%
Yarramundi		1		1	0.1%
Not listed	2	23	5	30	3.8%
<b>Total</b>	<b>201</b>	<b>557</b>	<b>39</b>	<b>797</b>	<b>100.0%</b>

\*Note: After the analysis was conducted Council notified APC that the Scholfields respondents are not HCC residents. The two responses have not had a significant impact on the overall results.

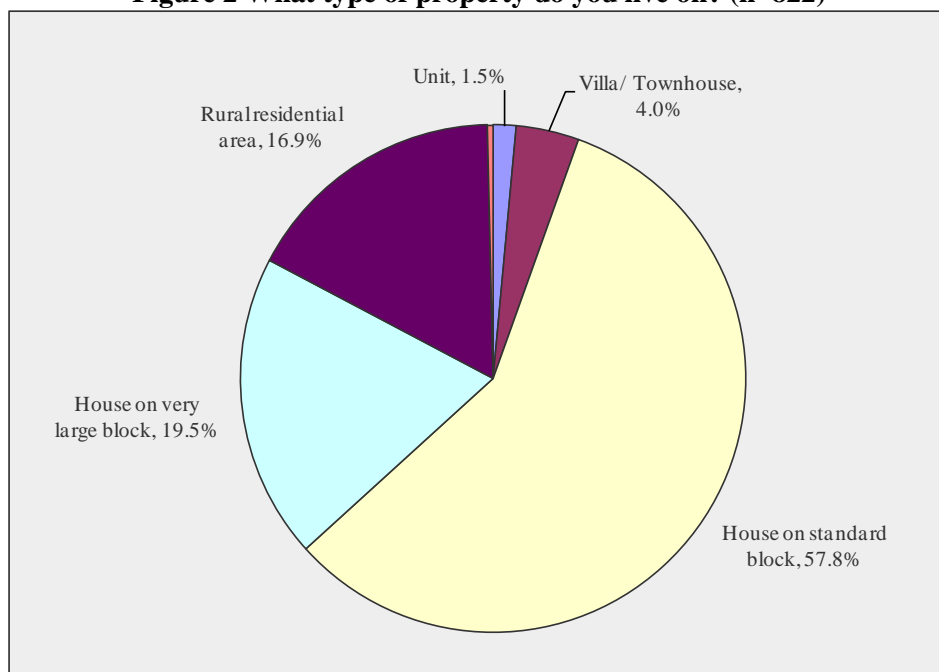
The following two questions indicate the size of the dwellings represented. Figure 1 shows the number of residents per household 11% of households had 1 person, 35% of households with 2 people, 20% with 3 people, 20% with 4 people and 15% contained five or more people.

**Figure 1 Number of residents per household (n=796)**



The majority (58%) of respondents live on a standard block. 20% were on a very large block and 17% were rural residential. Only a small portion (5%) of respondents lived in a unit or villa. This means that the majority of respondents are likely to regularly generate garden waste. This appears to be fairly representative of the dwelling types in HCC.

**Figure 2 What type of property do you live on? (n=822)**

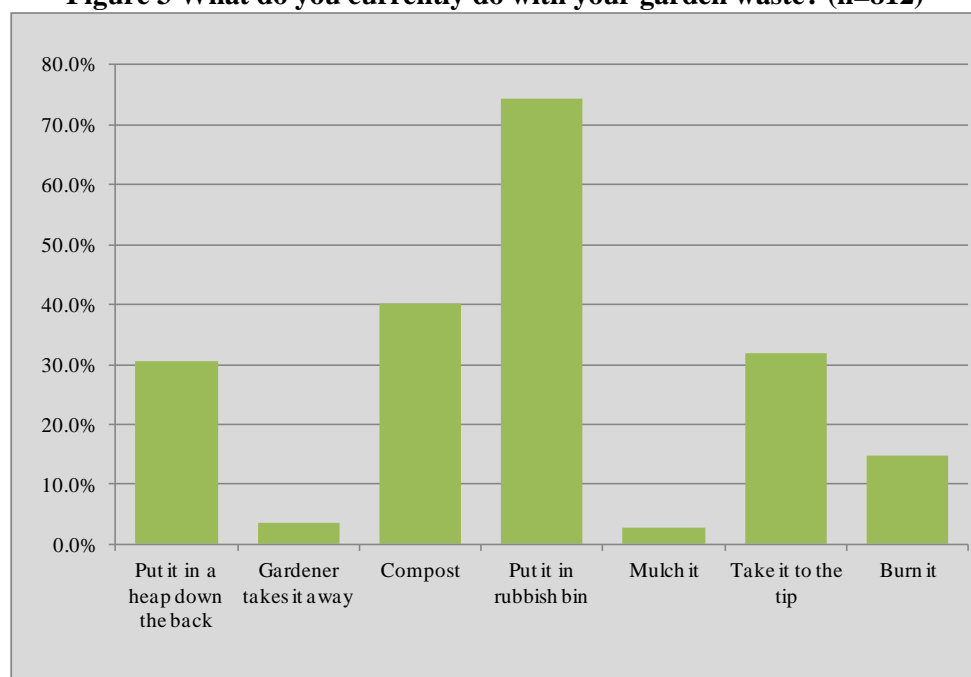


## 4.2 Garden waste questions

This next set of questions refers to a garden organics only collection.

Figure 3 shows that the majority of respondents (74%) put their garden waste into their garbage bin. Respondents were allowed to give multiple answers to this question. 40% compost their garden waste, and 30% put it in a heap down the back of their property. Mulching wasn't provided as an option but 3% of respondents added comments that they mulch, or do a combination of mulching large branches and composting the remainder. 32% take garden waste to the tip. 15% still burn garden waste.

**Figure 3 What do you currently do with your garden waste? (n=812)**



The majority (83%) indicated that they would use a garden waste collection (Table 5).

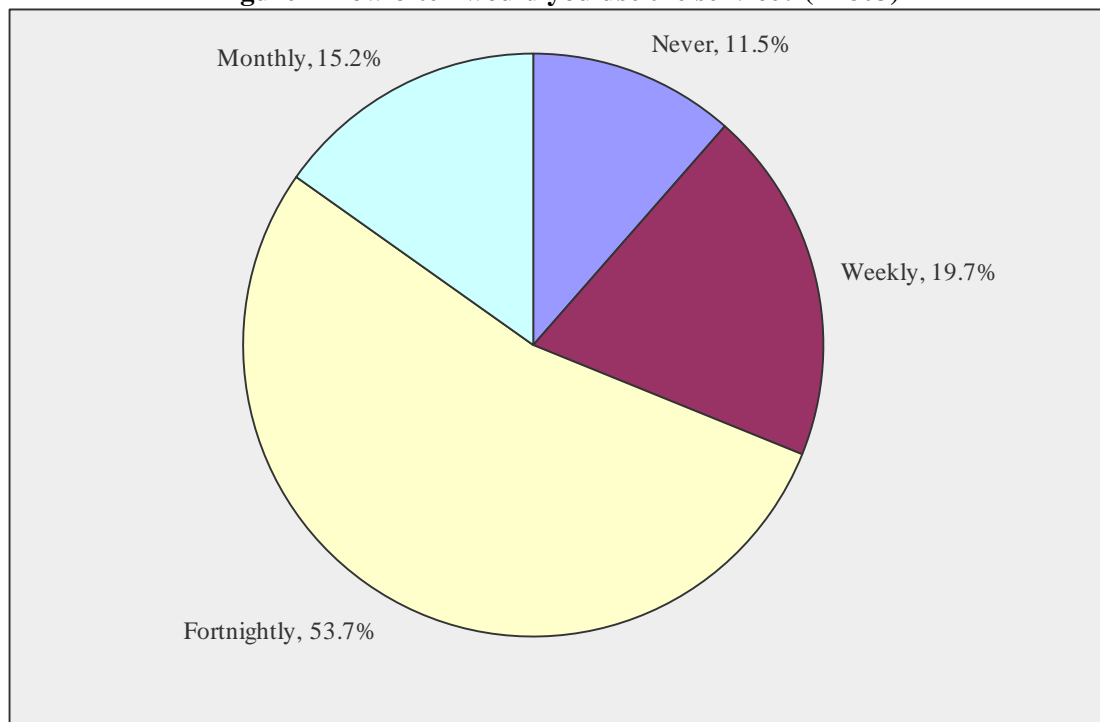
**Table 5 Would you use a garden waste collection?**

Would you use a garden waste colln?	Response Percent	Response Count
Yes	83.4%	681
No	13.3%	109
Don't know	3.3%	27
<b>Total</b>		<b>817</b>



Most respondents (54%) would use a fortnightly service. 20% indicated they would prefer a weekly service and 15% wanted a monthly service. 11% said they wouldn't use the service which is consistent with those that refused a service. Once the service is implemented this could be addressed by providing an optional second bin at cost to residents that require a more frequent service due to large volumes of garden waste.

**Figure 4 How often would you use the service? (n=803)**



Respondents were then asked '*How much do you think it would cost council to provide a garden waste service per household each fortnight including bin delivery, education materials, customer service, collection, and composting?*'.

It was decided not to provide a multiple choice answer to this; residents could provide an open ended response. When APC conducted a separate bulk waste consultation with a similar question a large range of responses were provided from nothing to \$15,000, therefore it was decided to provide an example so that it was clear that it was a fortnightly, not an annual, monthly or weekly cost. An example of \$2.80 was provided, this amount was above, but in the range of what it is expected to cost council and is highly likely to have influenced responses. For comparison purposes the costs were then grouped into the responses shown in Table 6.

The responses showed that the majority of respondents were unsure of the cost. The next highest response was \$2.51- \$3.00/ household/year.

**Table 6 How much do you think it costs council to provide the service?**

Cost per hhld/ fortnight	Web survey		Phone survey		Written Survey		Total	
	No.	%	No.	%	No.	%	No.	%
Don't know	100	18.4%	144	72.7%	18	46.2%	262	33.6%
0 (Nothing)	34	6.3%	17	8.6%	1	2.6%	52	6.7%
1 - 50c	9	1.7%	2	1.0%	0	0.0%	11	1.4%
51c - \$1	40	7.4%	4	2.0%	1	2.6%	45	5.8%
\$1.01- \$1.50	20	3.7%	3	1.5%	0	0.0%	23	2.9%
\$1.51 - \$2.00	73	13.4%	2	1.0%	3	7.7%	78	10.0%
\$2.00 - \$2.50	22	4.1%	3	1.5%	3	7.7%	28	3.6%
\$2.51- \$3	98	18.0%	0	0.0%	13	33.3%	111	14.2%
\$3.01 - \$5	90	16.6%	19	9.6%	0	0.0%	109	14.0%
more	47	8.7%	4	2.0%	0	0.0%	51	6.5%
Same as recycling	10	1.8%	0	0.0%	0	0.0%	10	1.3%
Total	543	100.0%	198	100.0%	39	100.0%	780	100.0%

This was then followed by asking residents how much they were willing to pay per fortnight. Again this was an open ended question with an example of \$2.80. Table 7 shows that 56% of residents are prepared to pay \$1.51 or more per fortnight, or \$58.50/year for the service. 16% are prepared to pay more than \$3/fortnight or \$78/year for the service.

**Table 7 How much are you prepared to pay per fortnight for the service?**

Cost per hhld/ fortnight	Web Survey		Phone survey		Written Survey		Total	
	No.	%	No.	%	No.	%	No.	%
Don't know	17	3.1%	42	23.0%	6	15.4%	65	8.4%
0 (Nothing)	101	18.4%	54	29.5%	9	23.1%	164	21.3%
1 - 50c	8	1.5%	9	4.9%	0	0.0%	17	2.2%
51c - \$1	48	8.7%	11	6.0%	1	2.6%	60	7.8%
\$1.01- \$1.50	17	3.1%	15	8.2%	0	0.0%	32	4.2%
\$1.51 - \$2.00	82	14.9%	31	16.9%	8	20.5%	121	15.7%
\$2.00 - \$2.50	38	6.9%	11	6.0%	7	17.9%	56	7.3%
\$2.51- \$3	115	20.9%	0	0.0%	5	12.8%	120	15.6%
\$3.01 - \$5	85	15.5%	10	5.5%	2	5.1%	97	12.6%
more	27	4.9%	0	0.0%	1	2.6%	28	3.6%
Same as recycling	11	2.0%	0	0.0%	0	0.0%	11	1.4%
Total	549	100.0%	183	100.0%	39	100.0%	771	100.0%

The questions about cost always attract a range of feedback and comments from residents. It is clear from all community consultation work that APC have conducted that residents do not understand the way that rates are calculated and adjusted, and the special conditions associated with waste services rates. On this basis the survey contained the content *'Council rates are based on the actual cost to provide all services to residents including customer services, planning, libraries, lighting etc. If a new service is introduced the cost would be added onto existing rates'*. Many

comments indicated that rates are already enough and that the new service should be provided within the existing rates. Some felt they weren't getting value for money from their rates. Others felt this was a profit making exercise by council. However a similar number of responses indicated that they felt the service should be compulsory and should be provided at any cost.

Respondents were asked '*Do you think the service should be optional so only respondents that chose to use the service should pay?*' 62% of respondents believe the service should be optional. 31% thought it should be compulsory and this was reinforced by a number of comments.

Due to the practicalities of collection issues if it was an optional service certain areas would, or would not, have the service, rather than being optional at a householder level. Due to limited information able to be presented in the surveys, and with the aim of keeping the surveys simple this explanation was not provided so it's not clear if this additional information would have affected the responses.

**Table 8 Do you think the service should be optional?**

Should it be optional?	Response Percent	Response Count
Yes	62.2%	505
No	31.3%	254
Don't know	6.5%	53
<b>Total</b>		<b>812</b>

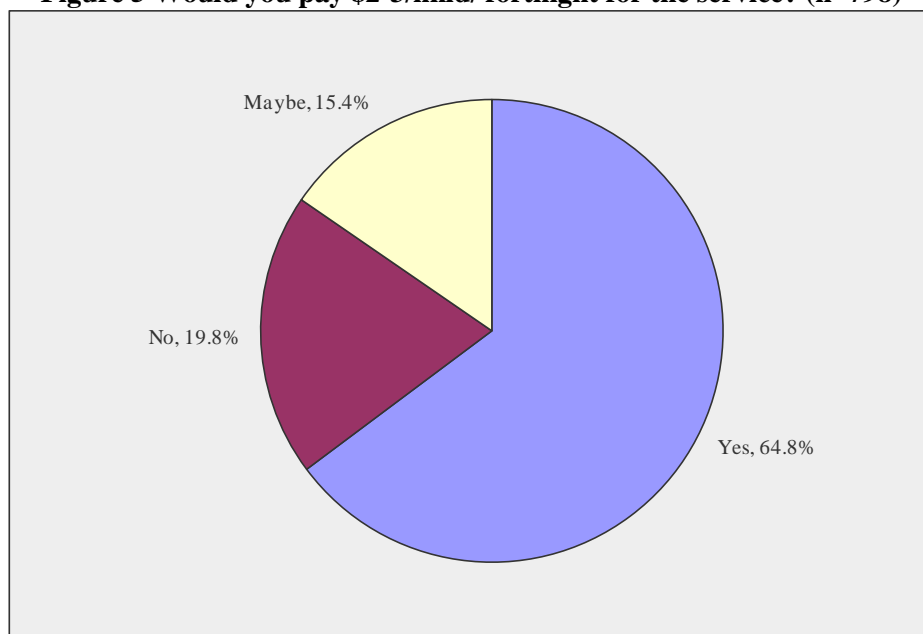
The follow up question (Table 9) was whether the respondent would be interested in having a garden waste service if it was optional. 75% indicated that they would have the service, and 7% were not sure .

**Table 9 If optional, would you be interested in having a garden waste service?**

If optional, would you have a service?	Response Percent	Response Count
Yes	74.6%	603
No	18.2%	147
Don't know	7.2%	58
<b>Total</b>		<b>808</b>

Following from the open ended questions about cost, respondents were asked whether they would be prepared to pay \$2-3/ household per fortnight for a garden waste service. 65% indicated that they would. This is the amount that it is expected to cost to provide the service to HCC residents. This compares to 40% of residents that were prepared to pay \$2 or more in the open-ended question about cost (see Table 7).

**Figure 5 Would you pay \$2-3/hhld/ fortnight for the service? (n=798)**



In most councils where the garden waste service is introduced residents are provided with a small garbage bin. In Hawkesbury some residents have already opted for a smaller bin (140lt). When respondents were asked would they use a smaller garbage bin if a garden waste service was introduced 40% said yes, 38% said no and 20% already had a smaller bin.

**Table 10 Would you use a smaller bin if a garden waste service was introduced?**

Would you use a smaller garbage bin?	Response Percent	Response Count
Yes	40.0%	261
No	37.8%	247
I already have a smaller bin (140lt)	22.2%	145
<b>Total</b>	<b>100%</b>	<b>653</b>

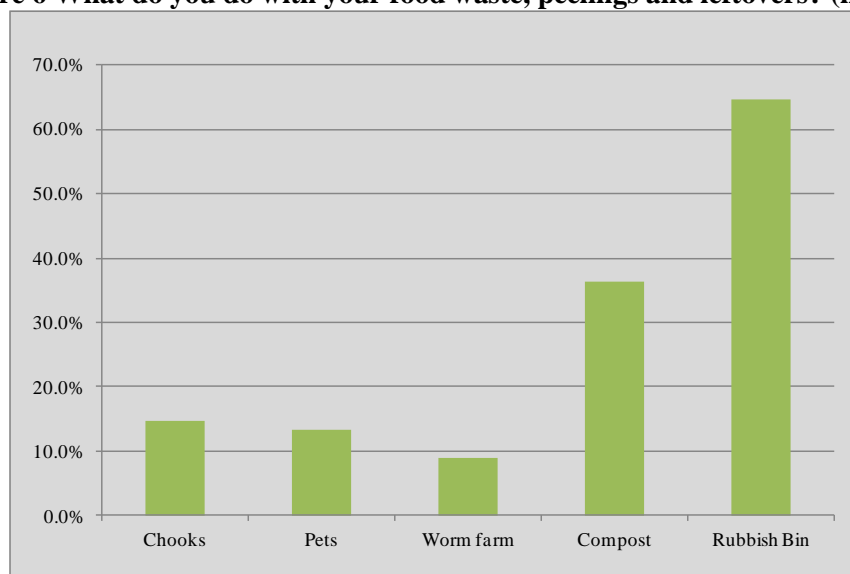
Note: only residents that responded 'yes' or 'don't know' to 'Would you be interested in having a garden waste service (Table 9) were asked if they would use a smaller bin.

### 4.3 Food waste questions

This next set of questions refers to whether respondents want a food waste collection or not and if they are willing to pay more for the service.

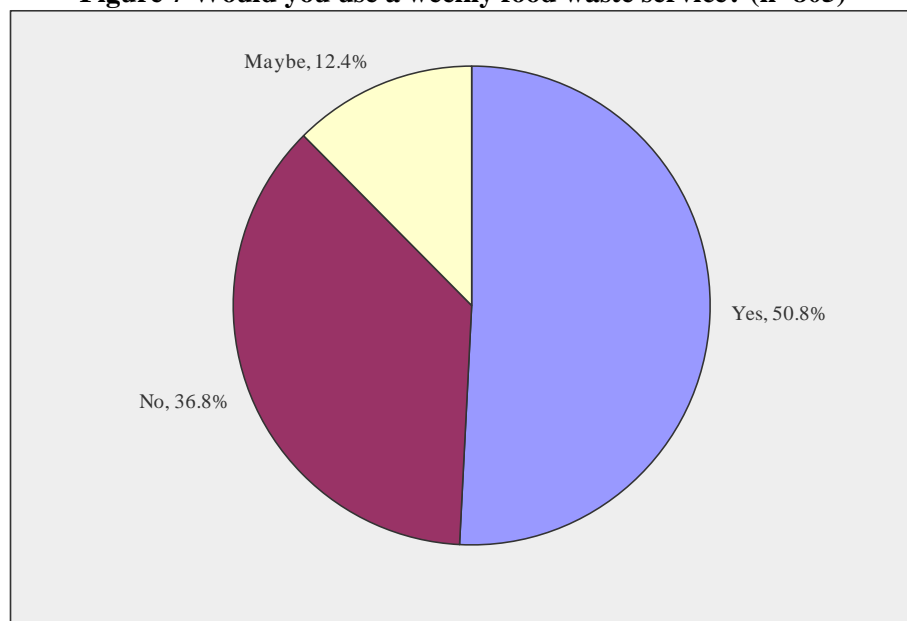
Figure 6 shows what respondents currently do with the food waste. 65% put their food waste into the garbage bin. Respondents were allowed to provide multiple answers to this question. 36% compost their food waste, and 9-15% give the scraps to chooks, worms or other pets.

**Figure 6 What do you do with your food waste, peelings and leftovers? (n=811)**



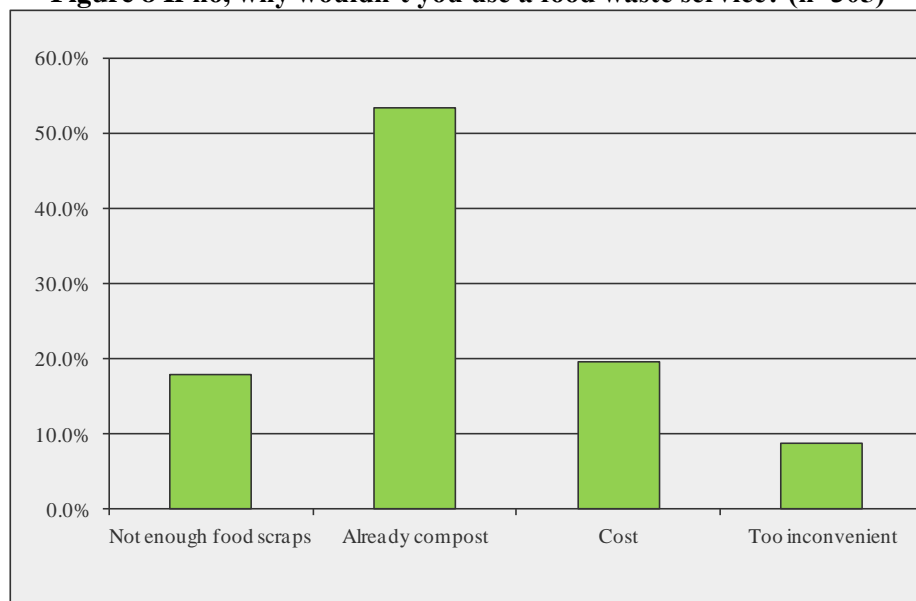
51% of respondents said they would use a weekly food waste service, compared to 83% that would use the garden waste service. 37% indicated they do not want the food waste service and 12% were unsure.

**Figure 7 Would you use a weekly food waste service? (n=805)**



Of the 305 respondents that did not want a food waste service 54% indicated that they already compost, 20% were concerned about the cost, 18% did not have enough food waste and 9% felt it would be too inconvenient.

**Figure 8 If no, why wouldn't you use a food waste service? (n=305)**



Of the 664 respondents who were interested in a food waste service, or were unsure, they were asked if they would need a food bin to put food waste in before transferring it to the garden waste bin for the weekly collection. 56% said that would not require a food bin. 29% said they would and 15% were unsure. They were not provided with any images, research or background information about the kitchen caddy.

**Table 11 Would you need a food bin?**

Would you need a food bin?	Response Percent	Response Count
Yes	28.9%	192
No	56.2%	373
Maybe/Don't know	14.9%	99
<b>Total</b>		<b>664</b>

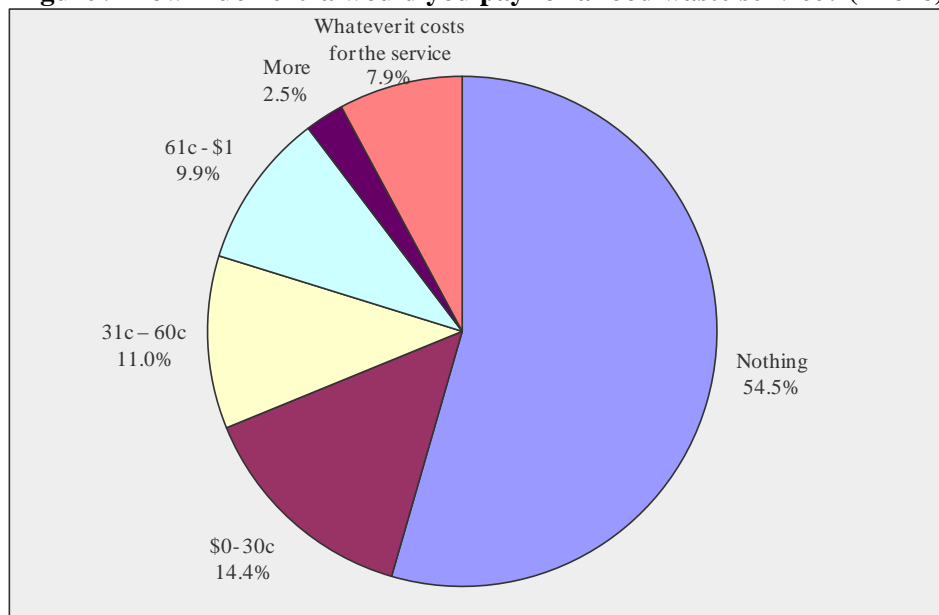
The next question stated '*The cost to collect the garden waste bin weekly rather than fortnightly is more expensive. Would you be prepared to pay more for a weekly garden waste service with food waste?*' 68% indicated they would not pay more. 16% indicated they might pay more.

**Table 12 Would you pay more for a food waste service?**

Would you be prepared to pay more for a food waste service?	Response Percent	Response Count
Yes	16.3%	107
No	67.9%	445
Maybe	15.7%	103
<b>Total</b>		<b>655</b>

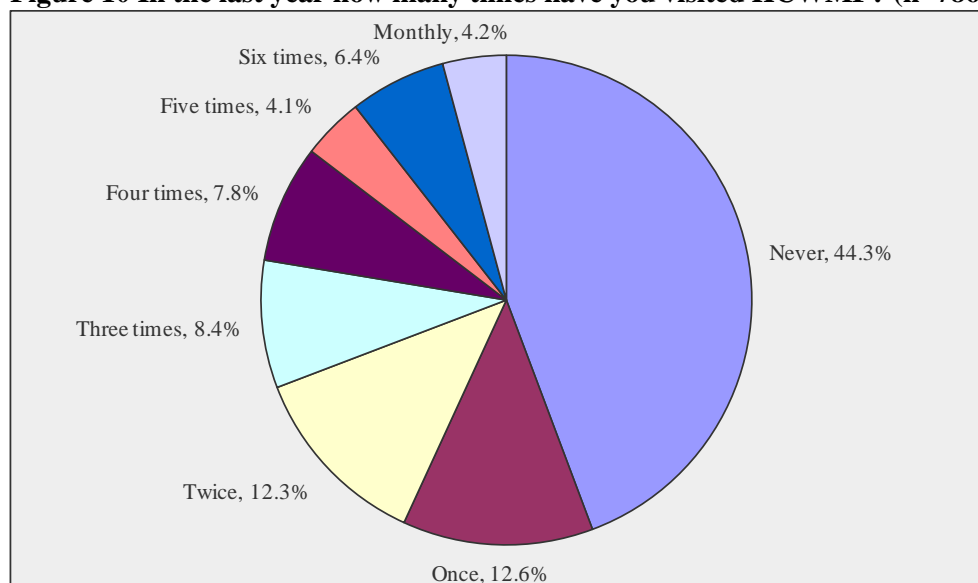
All respondents were asked how much extra they would pay for the food waste service. 55% said they were not prepared to pay anything, as opposed to 68% who said they wouldn't pay more in the previous question. 14% would be prepared to pay up to 30c more per week for the service, 11% will pay 31-60c, 10% will pay 61c-\$1 and 8% will pay whatever it costs for the service.

**Figure 9 How much extra would you pay for a food waste service? (n=648)**



Respondents were asked how many times they visited the HCWMF in the past year to dispose of garden waste. 44% had not visited the facility, 13% had visited once, 12% twice and the remainder visited three or more times. This indicates that a large portion of respondents will use the HCWMF if they have excess garden waste to dispose of.

**Figure 10 In the last year how many times have you visited HCWMF? (n=786)**



#### 4.4 Focus group responses

This section outlines the main findings from the three focus groups. Additional comments from the focus groups are shown in *Appendix C*.

Group 1 agreed to:

- Fortnightly service all year round.
- \$2-\$3/ fortnight for garden waste only
- food waste weekly collection but not at such a high cost.
- The services should be
  - Green waste only – fortnightly
  - Recycling – fortnightly
  - Garbage – weekly

Group 2 did not have any firm recommendations. Most agreed to:

- Fortnightly collection of garden waste
- Compulsory service, not optional
- To include food waste at a later stage with the option to buy a caddy and bags
- Smaller garbage bins
- The need for good community education.

Group 3 also did not have consensus but generally agreed to:

- The need for a garden organics service
- Fortnightly service in summer and monthly in winter.
- \$2-3/fortnight for garden waste only.
- Down sizing the garbage bin.

These focus group findings generally reflected the trends shown in the survey responses.



## 5 SUMMARY OF RESULTS

### Demographics

- 822 people participated in the surveys
- *Gender*: 60% of respondents were women
- *Age*: 42% were 55+, 43% were 35-55, and 15% were 18-34.
- *No. of residents per household*: 1: 11%, 2: 35%, 3:20%, 4: 20%, 5+: 15%.
- *Dwelling type*: 58% standard block, 20% very large block, 17% rural residential, 5% unit or villa

### Garden waste survey results

- 83% would use a garden waste collection
- What respondents currently do with garden waste (multiple answers accepted)
  - 74% garbage bin.
  - 40% compost
  - 32% take to the tip.
  - 30% put it in a heap at the back of their property.
  - 15% burn garden waste.
- *Preferred collection frequency* 54% fortnightly, 20% weekly, 15% monthly, 11% wouldn't use the service.
- *Willingness to pay*: 65% indicated that they would pay \$2-3/ hhld/ fortnight.
- *Optional or compulsory*: 62% say the service should be optional. 31% thought it should be compulsory, 7% did not show a preference.
- *Willingness to opt in*: 75% indicated that they would have the service, and 7% were not sure. 18% did not want the service.
- *Smaller garbage bin?* 40% yes, 38% no and 20% already had a smaller bin.

### Food waste survey results

- 51% would use a weekly food waste service and 12% were unsure.
- What respondents currently do with food waste (multiple answers accepted):
  - 65% garbage bin
  - 36% compost
  - 15% give scraps to chooks, 9% to worms and 13% to other pets.
- Of the respondents that did not want a food waste service
  - 54% already compost,
  - 20% concerned about the cost,
  - 18% did not have enough food waste
  - 9% felt it would be too inconvenient.
- *Kitchen caddy required?* 56% would not require a food bin and 15% were unsure.
- *Willingness to pay*: 55% would not pay more. 14% would pay up to 30c more per week for the service, 11% will pay 31-60c, 10% will pay 61c-\$1 and 8% will pay more than \$1.

## 6 DISCUSSION AND RECOMMENDATIONS

Residents are willing to pay up to \$3 per household per fortnight (\$78/hhld/year) for a garden organics service. This is consistent with the expected service cost for HCC based on desktop research of other outer Sydney council's 240lt fortnightly garden organics services costing approximately \$70/hhld/yr.

Based on the community consultation results APC recommend that:

1. Hawkesbury implement a fortnightly 240lt garden organics service to all residents with a garbage service.
2. That smaller garbage bins (140lt) be made compulsory as part of the garden organics rollout.
3. A comprehensive education campaign be implemented prior to, during and after implementation of the new scheme.
4. That subsidised compost bins and worm farms be offered to residents for food scraps.
5. A second garden organics service could be considered as an option, at extra cost to the resident, as part of the contract for those that require a weekly garden organics service.
6. If residents require a larger garbage bin, this could be provided as an option at a cost to the resident.

There does not appear to be a strong trend for or against a food waste collection. The decision for most respondents appears to be based on cost rather than willingness to participate. Based on existing market research it appears that it would not be possible to provide a combined garden/food waste collection for \$78/year/hhld.

## APPENDIX A MEDIA ARTICLES

Hawkesbury Gazette, Wednesday, November 2, 2011 9

## COUNCIL NEWS

# A ferry marvellous sight



**by Peter Gladwell**

ONLOOKERS were amazed when the Lower Portland ferry was lifted from the water by maintenance crews on Thursday, October 20 as part of routine maintenance.

Lower Portland resident Alan Mitchell grabbed some photos of the operation and said it was amazing to watch.

"They just plucked it out of the water so easily and put it on the truck – it was incredible," he told the *Gazette*.

Crews attached the ferry to a large heavy-lifting crane specially brought in for the occasion which then carefully lowered the ferry onto a truck where it was taken away for maintenance.

It is believed the temporary replacement ferry came into service later that evening and now will operate for roughly 10 weeks while the regular ferry is fixed.

The ferry was removed as part of an ongoing maintenance agreement between the council and the RTA rather than because of any mechanical fault.

For further information on the ferry closure, contact the council's construction/maintenance engineer on 4560 4518.

# Fortnightly pick-up

**by Anna Yeo**

HAWKESBURY Council is exploring ways to reduce landfill by implementing a new fortnightly garden waste pick-up.

The council and its community are currently diverting 22 per cent of household waste from landfill using the yellow lid recycling bin.

With limited landfill capacity, Council are looking at ways to further increase diversion of waste to contain costs and meet the State Government's 66 per cent target, set for all councils by 2014.

The council is considering implementing a fortnightly garden waste service similar to the service offered by 35 other councils in NSW.

The garden organics would be collected from the kerbside, the same as the general waste, on the alternate week to the recycling collection.

Garden waste makes up 16 per cent of the household garbage that is currently sent to landfill.

The service would accept weeds, leaves, grass clippings, small branches and flowers – all of which would be sent for composting.

Council wants to hear your views on this proposed service.

An online survey has been developed and is available at website [www.hawkesbury.nsw.gov.au](http://www.hawkesbury.nsw.gov.au).

Hardcopy surveys are also available at the council's administration building at Windsor.

Community consultation workshops will be held as well, on the proposed garden waste services. A voucher for up to one tonne of free mulch will be provided to workshop participants.

If you would like to attend a workshop contact council's independent consultants, APC Environmental Management on 9907 0994 or email [admin@sprinco.com.au](mailto:admin@sprinco.com.au).

# Nominate a top individual

IF YOU have a friend or know someone who you think should be nominated for the 2012 Hawkesbury Australia Day Awards, why not nominate them and honour their efforts?

The awards are coming up and time is running out for nominations.

They recognise outstanding members of the community who consistently achieve and contribute more than most people.

Nominations for the Hawkesbury Australia Day Awards close at 5pm on Friday, November 11.

The awards are open to public nominations, based on a process of nomination and selection by a council committee. You can nominate people in the following categories: Cultural Heritage Award, Community Arts Award, Sports-person of the Year or Commemorative Plaque for someone who has passed away.

You can nominate for a Hawkesbury Australia Day Award by completing a nomination form.

The form is online at [www.hawkesbury.nsw.gov.au](http://www.hawkesbury.nsw.gov.au) or from council's administration building, Hawkesbury Central Library, Windsor and Richmond Branch Library or by calling the council's public relations coordinator on 4590 4430.

# Fortnightly pick-up

**by Anna Yeo**

HAWKESBURY Council is exploring ways to reduce landfill by implementing a new fortnightly garden waste pick-up.

The council and its community are currently diverting 22 per cent of household waste from landfill using the yellow lid recycling bin.

With limited landfill capacity, Council are looking at ways to further increase diversion of waste to contain costs and meet the State Government's 66 per cent target, set for all councils by 2014.

The council is considering implementing a fortnightly garden waste service similar to the service offered by 35 other councils in NSW.

The garden organics would be collected from the kerbside, the same as the general waste, on the alternate week to the recycling collection.

Garden waste makes up 16 per cent of the household garbage that is currently sent to landfill.

The service would accept weeds, leaves, grass clippings, small branches and flowers – all of which would be sent for composting.

Council wants to hear your views on this proposed service.

An online survey has been developed and is available at website [www.hawkesbury.nsw.gov.au](http://www.hawkesbury.nsw.gov.au).

Hardcopy surveys are also available at the council's administration building at Windsor.

Community consultation workshops will be held as well, on the proposed garden waste services. A voucher for up to one tonne of free mulch will be provided to workshop participants.

If you would like to attend a workshop contact council's independent consultants, APC Environmental Management on 9907 0994 or email [admin@sprinco.com.au](mailto:admin@sprinco.com.au).

# Do you want a green bin?

by Cerise Burgess

HAWKESBURY Council is considering the introduction of a green garden organics (and possible food) bin and is asking residents to take part in an online survey to have their thoughts on the idea.

If implemented, the service, which is similar to the service offered by 35 other NSW councils, will see a fortnightly garden waste collection service offered to residents.

The garden organics will be collected from the kerbside, the same as the general waste, on the alternate week to the recycling collection.

The bin is likely to be the same size as the recycling bin, but with a green lid.

The service would accept:

- weeds;
- leaves;

- grass clippings;
- small branches and;
- flowers

All of this would be composted.

To take part in the survey visit [www.hawkesbury.nsw.gov.au/community/consulting-the-community/garden-waste-service-survey](http://www.hawkesbury.nsw.gov.au/community/consulting-the-community/garden-waste-service-survey). But be quick, because the survey closes Monday, December 5.

In addition to the web survey, council will also be conducting community consultation workshops in late November.

Participants will receive a voucher for up to a tonne of free mulch from the Hawkesbury City Waste Management Facility. To register for a workshop, or if you have difficulties with the survey phone Jan at APC Environmental Management on 9907 0994 or email [admin@aprinee.com.au](mailto:admin@aprinee.com.au).



Hawkesbury Courier, Thursday, December 1, 2011 3

## Rural teens go to University

INDIGENOUS students from six high schools in rural and remote areas of NSW have been getting a taste of university life at the University of Western Sydney Hawkesbury Campus.

About 40 students from Years 9 to 12 have made the trip to the university along with six support teachers and will participate in a number of fun activities including a campus tour in the style of the *Survivor* Race, an Aboriginal astronomy evening at the UWS observatory as well as workshops in engineering and physics, astronomy, music, visual design and natural sciences.

Manager of schools engagement at UWS, Anne McLenn, said the visit was a great opportunity to provide students with an experience not normally available to them.

"Students in rural and remote areas often miss out on visiting universities because there are none close to their homes," Ms McLenn said.

"By bringing groups down to Sydney and having them stay on campus they can get a sense of what uni is like, meet academic and support staff, chat to Indigenous UWS students, participate in academic enrichment activities and find out more about specific

# Do you want a green bin?

by Cerise Burgess

HAWKESBURY Council is considering the introduction of a green garden organics (and possible food) bin and is asking residents to take part in an online survey to hear their thoughts on the idea.

If implemented, the service, which is similar to the service offered by 35 other NSW councils, will see a fortnightly garden waste collection service offered to residents.

The garden organics will be collected from the kerbside, the same as the general waste, on the alternate week to the recycling collection.

The bin is likely to be the same size as the recycling bin, but with a green lid.

The service would accept:

- weeds;
- leaves;

- grass clippings;
- small branches and;
- flowers


All of this would be composted.

To take part in the survey visit [www.hawkesbury.nsw.gov.au/community/consulting-the-community/garden-waste-service-survey](http://www.hawkesbury.nsw.gov.au/community/consulting-the-community/garden-waste-service-survey). But be quick, because the survey closes Monday, December 5.

In addition to the web survey, council will also be conducting community consultation workshops in late November.

Participants will receive a voucher for up to a tonne of free mulch from the Hawkesbury City Waste Management Facility. To register for a workshop, or if you have difficulties with the survey phone Jan at APC Environmental Management on 9907 0994 or email [admin@aprinee.com.au](mailto:admin@aprinee.com.au).






# Hawkesbury City Council

- Home
- Council
- News & Events
- Services
- Community
- Development
- Roads
- Environment

Google Custom Search

GO



All News

[» Hawkesbury RSS](#)

Calendar of Events

Community Awards & Scholarships

Council Notices

Event Request Form

Organising an Event

Hawkesbury City Council > News & Events > All News > 2011 > October > Do you want a garden waste bin?

## Do you want a garden waste bin?

31 Oct 2011 3:18pm

Hawkesbury City Council and its community are currently diverting 22% of its household waste from landfill using the yellow lid recycling bin. With limited landfill capacity, Council are looking at ways to further increase diversion of waste to contain costs and meet the State Government's 66% target, set for all councils by 2014.

Council is considering implementing a fortnightly garden waste service similar to the service offered by 35 other councils in NSW. The garden organics would be collected from the kerbside, the same as the general waste, on the alternate week to the recycling collection.

Garden waste makes up 16% of the household garbage that is currently sent to landfill. The service would accept weeds, leaves, grass clippings, small branches and flowers – all of which would be sent for composting.

Council wants to hear your views on this proposed service. An online survey has been developed and is available on [Council's website](#).

Hardcopy surveys are also available at Council Administration Building, 366 George Street, Windsor.

In addition, community consultation workshops will be held on the proposed garden waste services. A voucher for up to 1 tonne of free mulch will be provided to workshop participants. If you would like to attend a workshop contact Council's independent consultants, APC Environmental Management on [\(02\) 9907 0994](tel:0299070994) or email [admin@aprine.com.au](mailto:admin@aprine.com.au).

## APPENDIX B SURVEY QUESTIONS



## Proposed Garden Waste Service Community Survey



Council are considering implementing a fortnightly garden waste service similar to the service offered by 35 other NSW councils. The garden organics would be collected from the kerbside, the same as the general waste, on the alternate week to the recycling collection. The bin is likely to be the same size as the recycling bin, but with a green lid. The service would accept weeds, leaves, grass clippings, small branches and flowers – all of this would be composted.

1. Are you a resident of Hawkesbury Council? (circle answer)      Yes      No
2. Do you currently receive a weekly rubbish pick up by Council?      Yes      No
3. Are you over 18 yrs of age?      Yes      No
4. What type of house do you live in?      unit      house on standard block      rural residential area  
villa/townhouse      house on very large block      not sure
5. What do you currently do with your garden waste? (circle answer/s)  

Put it in a heap down the back	Compost	Take to tip	Burn it
Gardener takes it away	Put in rubbish bin	Other _____	

6. Do you think you would use a garden waste collection?      Yes      No      Don't know

*The majority of councils use a 240lt garden organics bin, the same size as the recycling bin. The following questions relate to a 240lt bin.*

7. How often do you think you would use the service if you had a 240lt bin?  

Never	Weekly	Fortnightly	Monthly
-------	--------	-------------	---------

*Council rates are based on the actual cost to provide all services to residents including customer services, planning, libraries, lighting etc. If a new service is introduced the cost would be added onto existing rates.*

8. How much do you think it would cost council to provide a garden waste service per household each fortnight including bin delivery, education materials, customer service, collection, and composting? (eg \$2.50)

Write amount \$ \_\_\_\_\_ / fortnight

9. How much are you prepared to pay per fortnight for a garden waste service in a 240lt bin (eg \$2.50)

Write amount \$ \_\_\_\_\_ / fortnight

10. Do you think the service should be optional so only residents that chose to use the service should pay?

Yes      No      Don't know

11. If it was an optional service would you want a garden waste service?      Yes      No      Don't know

12. Based on similar services in other councils Hawkesbury Council expect that it may cost between \$2-\$3 per fortnight per household for a fortnightly garden waste service. If this is the case would you be prepared to pay for the service?

Yes      No      Maybe

Comments \_\_\_\_\_

13. What do you currently do with your food scraps, peelings and leftovers? (circle answer/s)

Chooks                      Pets                      Compost                      Worm farm  
Rubbish bin                      Other \_\_\_\_\_

*Food scraps make up approx 27% of the waste stream and create greenhouse gases (methane), if they are placed in the landfill. Councils are trying to reduce the amount of organic waste in the landfill.*

14. Would you place your food scraps in your garden bin if it was collected weekly?

Yes                      Sometimes                      No                      Maybe / Don't know

15. If no, why wouldn't you use the food waste service? (circle answer/s)

Not enough food scraps                      Already compost                      Cost                      Too Inconvenient  
Other \_\_\_\_\_

16. Would you need a food bin in your kitchen to put your food scraps in before transferring it to the garden organics bin for weekly collection?

Yes                      No                      Maybe                      Don't know

17. The cost to collect the garden organics bin weekly rather than fortnightly is more expensive. Would you be prepared to pay more for a weekly garden organics service with food scraps?

Yes                      No                      Maybe                      Don't know

*The food and garden waste service would include the purchase and delivery of the food bin, compostable bin liners and additional processing to turn it into compost.*

18. How much extra would you pay per week for the food waste service? (circle 1 answer)

Nothing                      1c – 30c                      31c – 60c                      61c – \$1                      More                      Whatever it costs for the service

19. Do you think you could use a smaller garbage bin if the garden waste bin was introduced?

Yes                      No                      I already have a smaller bin (140lt)                      Other \_\_\_\_\_

20. In the last 12 mths how many times have you visited the Hawkesbury Waste Management Facility?

Never                      Once                      Twice                      Three times  
Four times                      Five times                      Six times                      Monthly

21. Council will be holding a number of focus groups over coming weeks to explore these issues further. Would you like to participate?

Yes                      No                      Maybe

22. If yes, please provide your preferred contact details so that we can provide additional information about the workshops (alternatively call Jen on 9907 0994 to find out more information)

Name \_\_\_\_\_ Email \_\_\_\_\_ Phone Number \_\_\_\_\_

23. Number of permanent occupants in your household? \_\_\_\_\_ people

24. Which suburb do you live in? \_\_\_\_\_

25. Do you rent or own your home?

Own                      Rent

26. Your Age (tick box)

18 – 34                      35- 54                      55 +

27. Gender

Male                      Female

Thank you for taking the time to complete this survey.

Please give completed survey to a Council Staff member to be returned to Matthew Collins Waste Management Officer or post to Matthew Collins, Hawkesbury Council, PO Box 146, DX8601 Windsor.

## APPENDIX C GENERAL FOCUS GROUP FEEDBACK

This section summarises general comments from one or two residents therefore should not be taken as representative of all participants.

### Suggestions

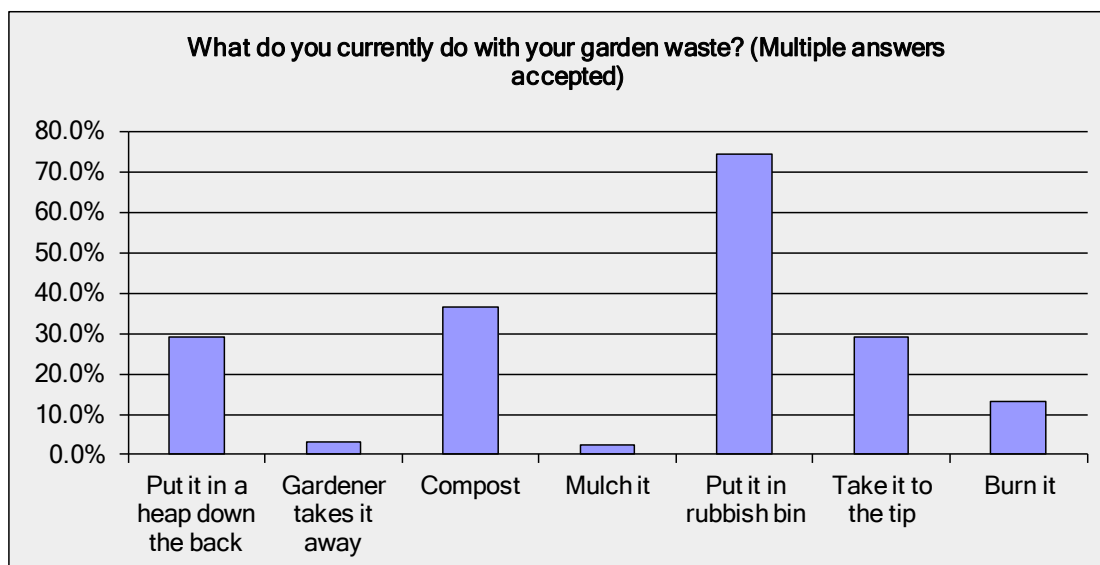
- Worm farm or compost bin should be available at cost or subsidised price
- Educate people on how to use worm farms/compost bins
- Green waste with food scraps could be weekly and general garbage changed to fortnightly.
- Green waste only with green food scraps included. No meat, no fish or dairy. Reinforced with stickers on the bins.
- If food waste caddy is provided, need to provide the bags, eg bags \$10 and caddy \$4.
- Food caddy's should be an option to purchase at cost from council
- Compulsory downsizing of bins – make the option to up size
- Should be provided to both urban & rural – wherever there is a garbage service

### Comments

- Food waste – should take in stages and not go with food waste at first, not happy with the way Penrith Council introduced their green waste service. The processes should be kept simple.
- Most people composted but really needed the green waste for the “big stuff”.
- The tip costs too much.
- Compostable food bags should be sold in supermarkets.
- One resident indicated they could not survive as currently she has a lot of work related material going into her 240 litre garbage bin.
- Optional service – user pays – this could be far too expensive and should be spread over rural/urban or introduce to urban only.
- \$2 - \$3 per week is far too expensive for most residents in the community.
- Lots of community education to promote the service and what can go in and the weight limit.
- The people that don't want the service will not use it and may place things in their bins that should not be there.
- E Waste is a concern – is there any place where they can go?
- Hawkesbury Council use to have a reuse shed/system – why did it go and they should bring it back?
- Look at Penrith Council system including the food waste – how do they purchase the compostable bags and perhaps look at bulk buying with them to keep costs down?
- People not happy how Penrith Council introduced their service, no warning?
- Pensioners also would not need the service or use it and should therefore not pay.
- The more bins that are provided the more people will use.

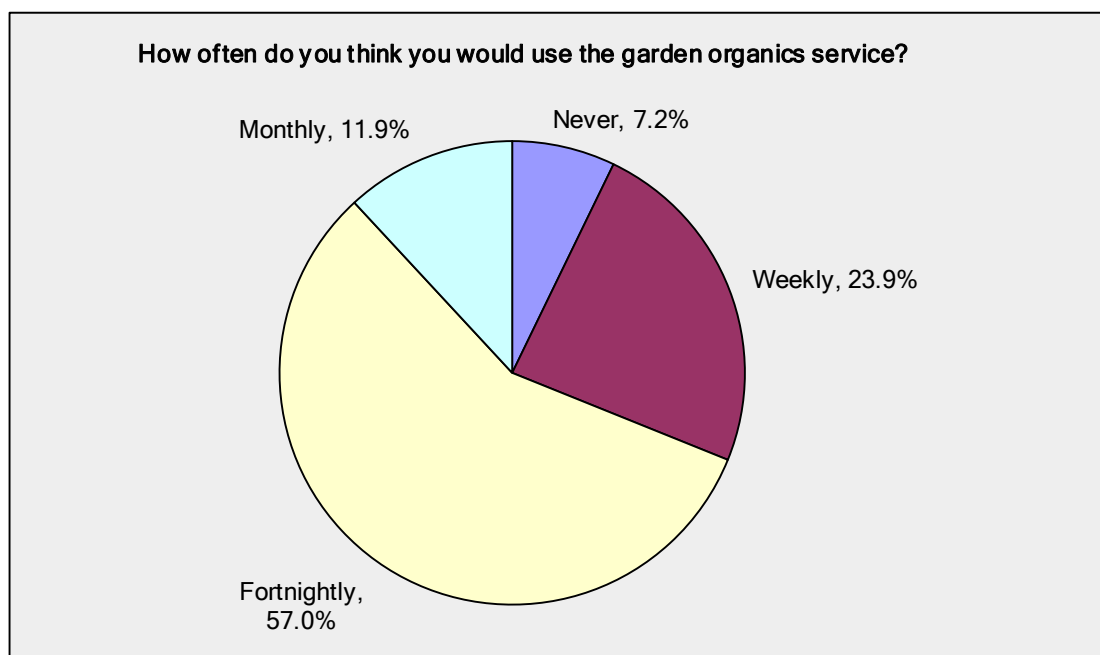


## APPENDIX D WEB SURVEY RESULTS

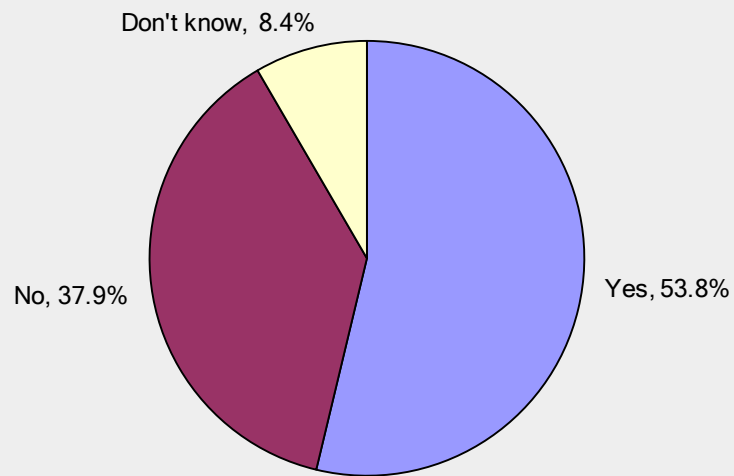


### Do you think you would use a garden waste collection?

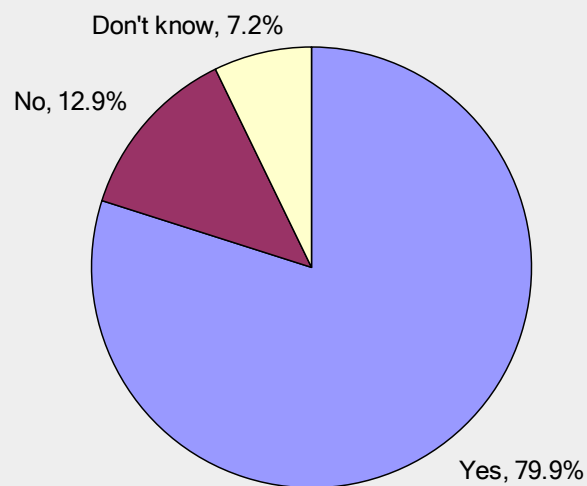
Answer Options	Response Percent	Response Count
Yes	90.4%	525
No	7.1%	41
Don't know	2.6%	15
<i>answered question</i>		<b>581</b>



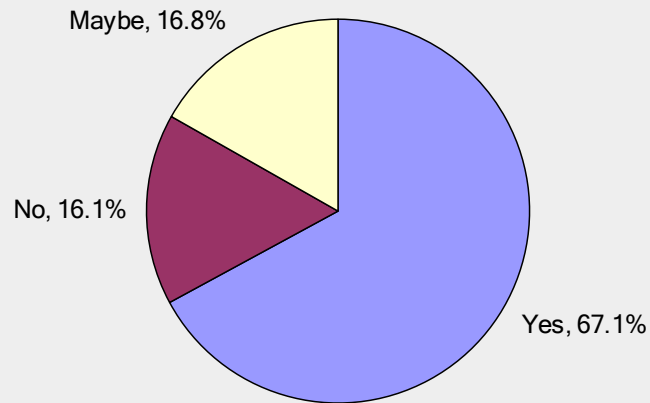
**Do you think the service should be optional so only residents that choose to use the service should pay?**



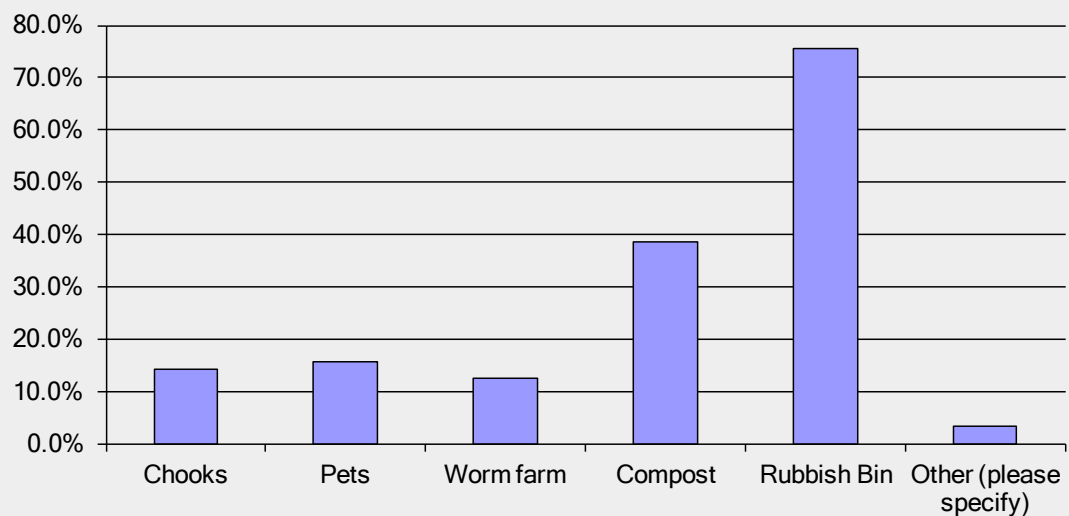
**If it was an optional service would you be interested in having a garden waste service?**

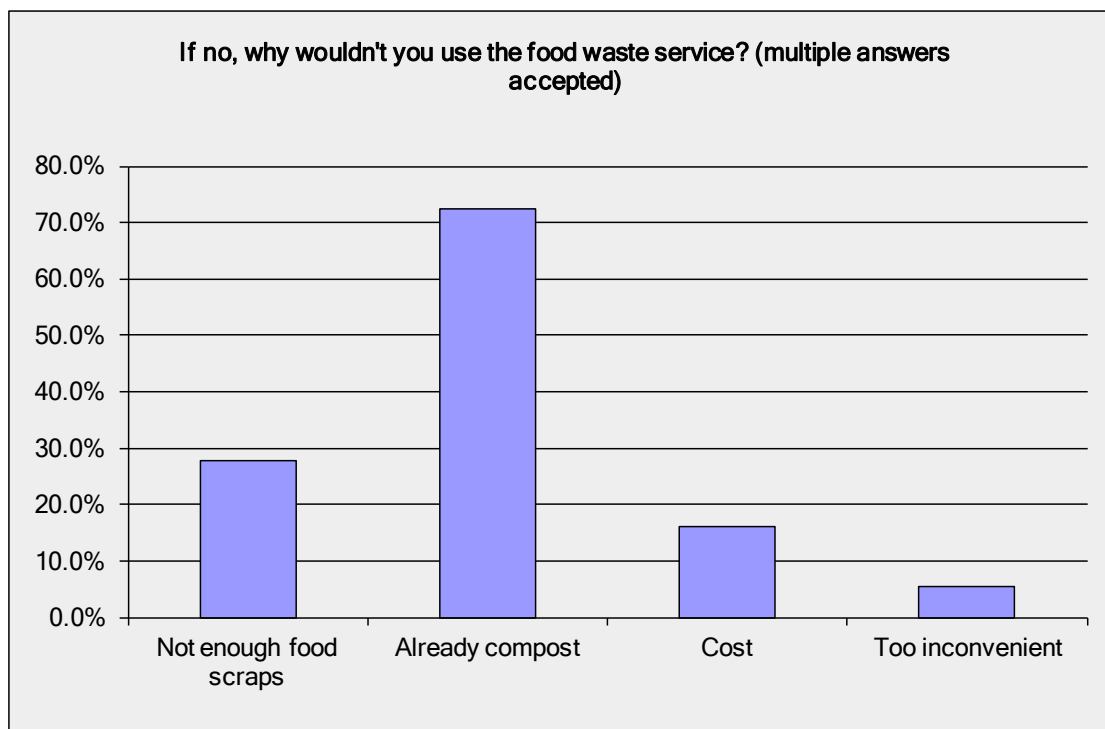
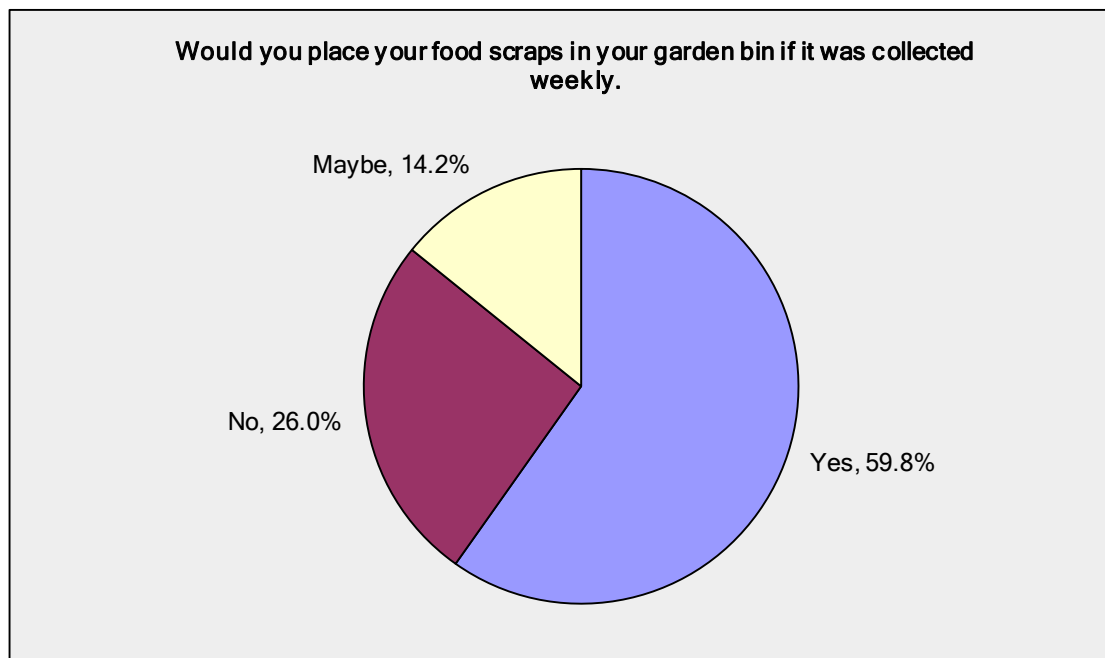


Based on similar service costs in other councils Hawkesbury Council expect that it will cost between \$2-\$3 per fortnight per household for a fortnightly garden waste service. If this is the case would you be prepared to pay for the service?

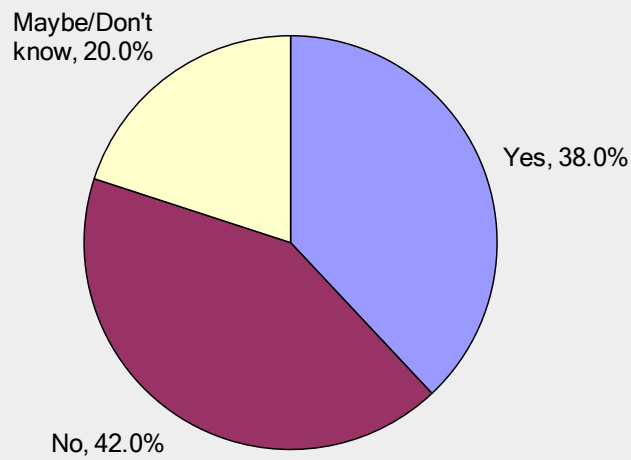


What do you currently do with your food scraps, peelings and leftovers?  
(multiple answers accepted)

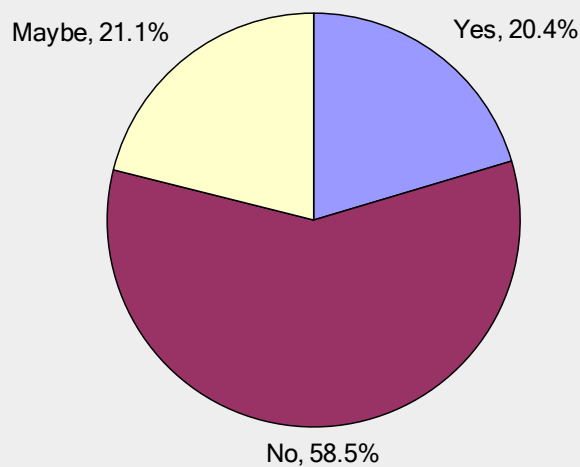


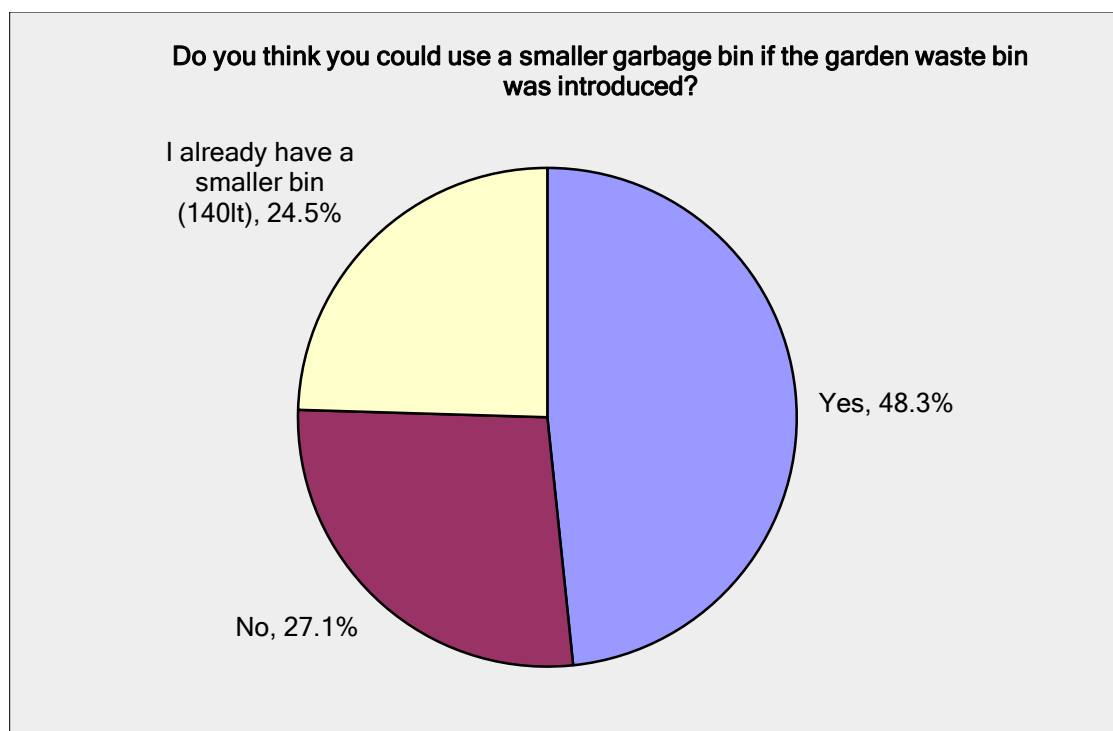
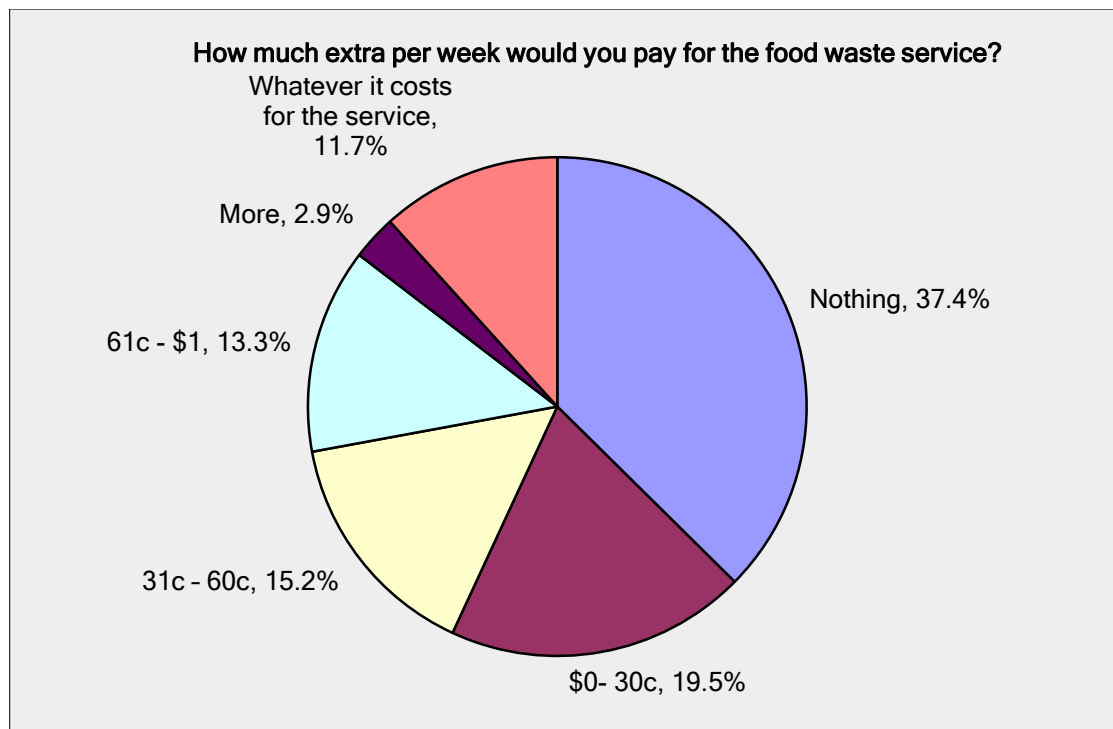


**Would you need a food bin in your kitchen to put your food scraps in before transferring it to the garden organics bin for weekly collection?**

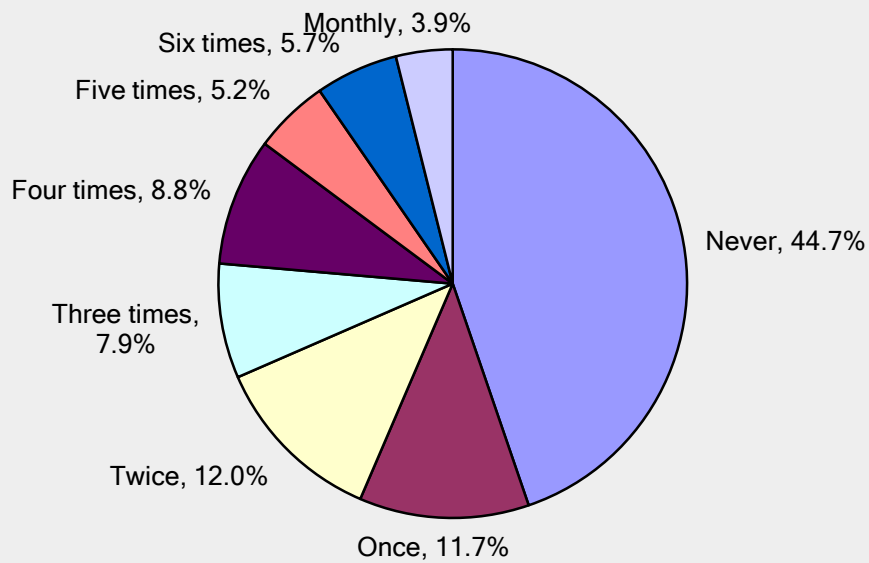


**The cost to collect the garden organics bin weekly rather than fortnightly is more expensive. Would you be prepared to pay more for a weekly garden organics service with food scraps?**

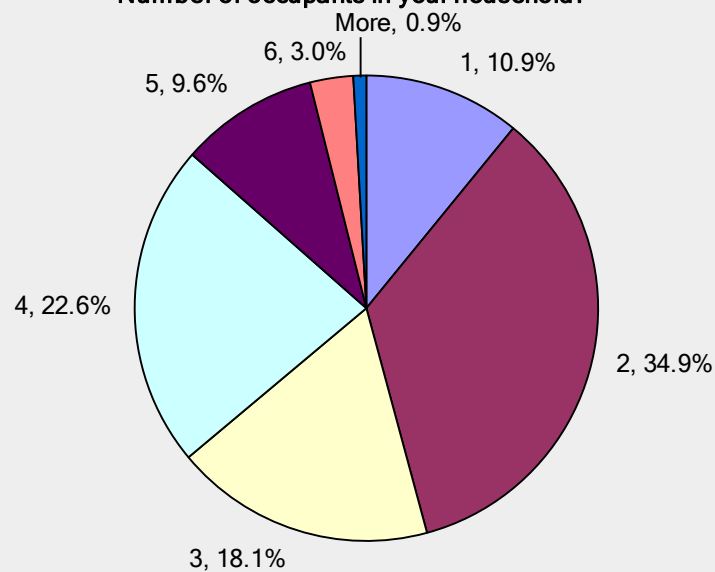


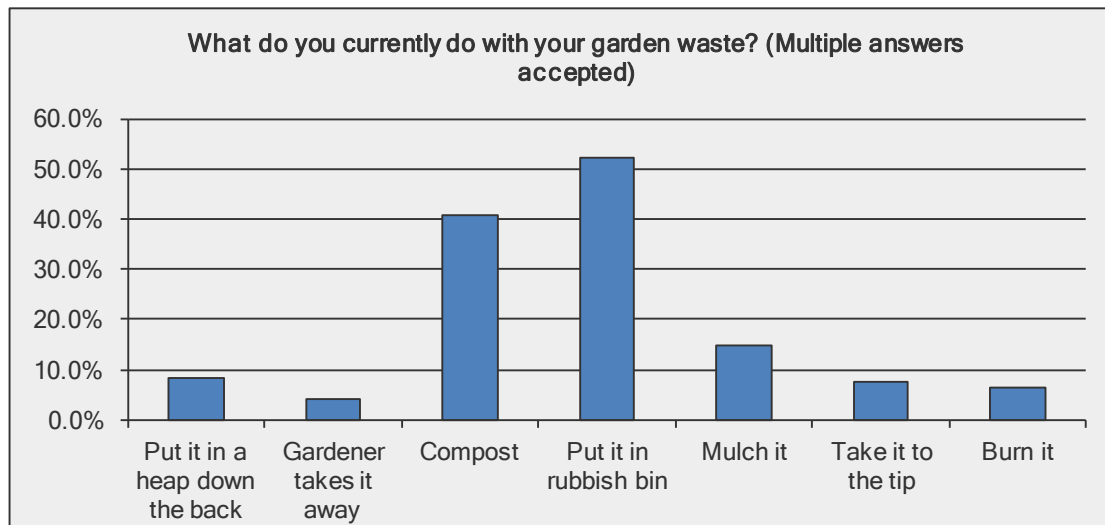


**In the last 12 months how many times have you visited the Hawkesbury City Waste Management Facility to dispose of garden waste?**

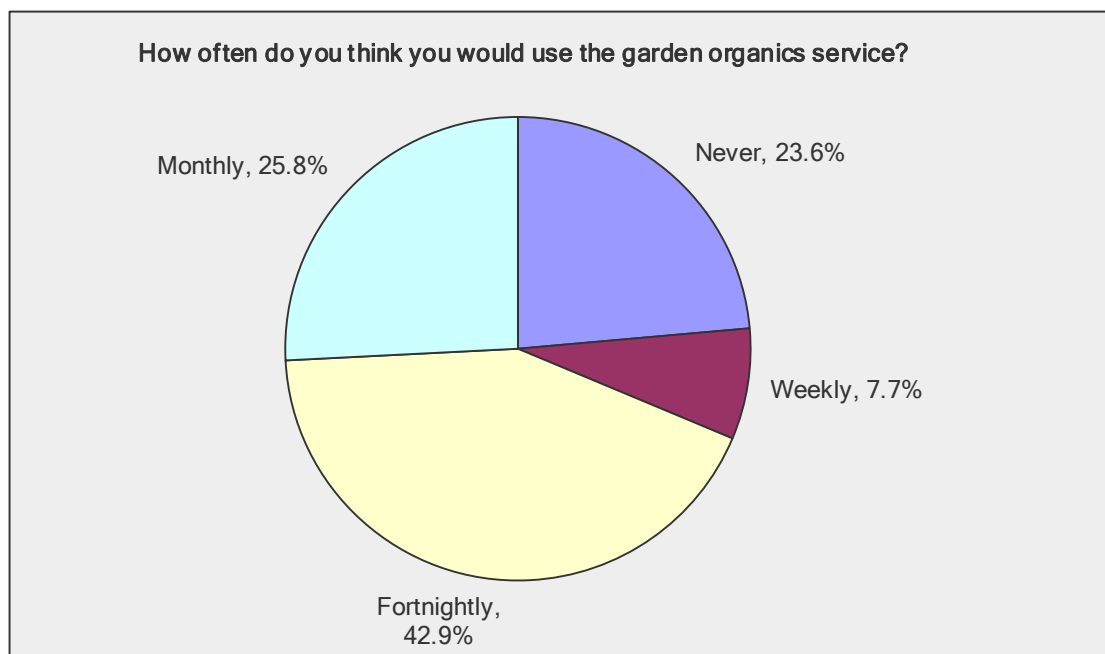


**Number of occupants in your household?**



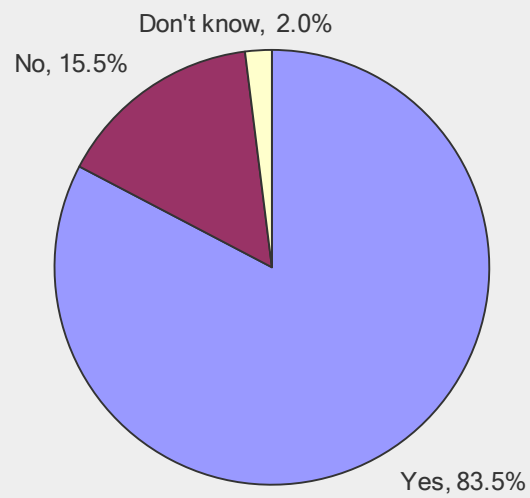
**APPENDIX E PHONE SURVEY RESULTS****Do you think you would use a garden waste collection?**

Answer Options	Response Percent	Response Count
Yes	65.0%	128
No	29.9%	59
Don't know	5.1%	10
<i>answered question</i>		<b>197</b>

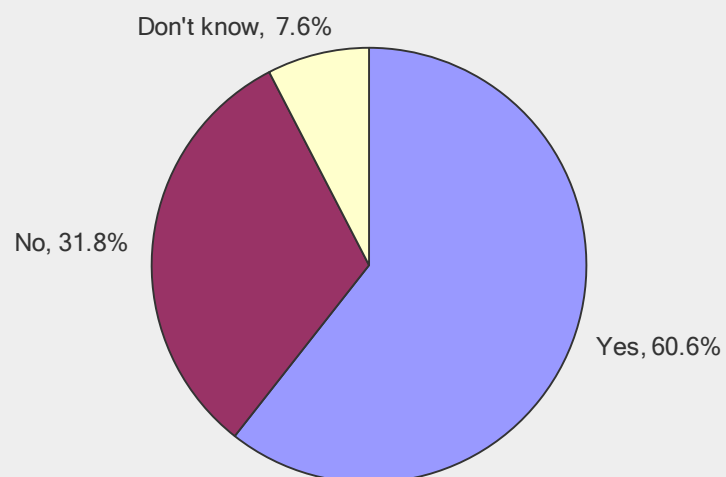




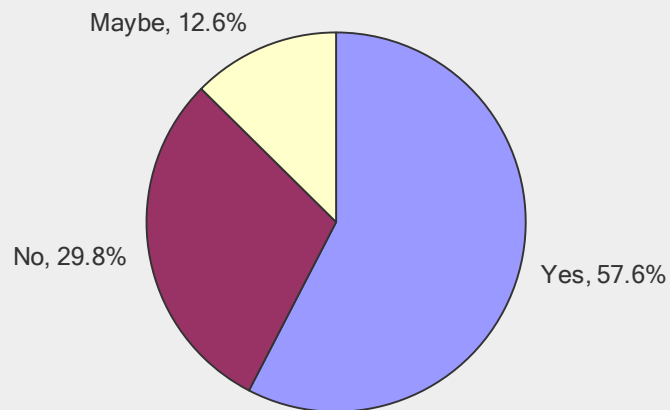
**Do you think the service should be optional so only residents that choose to use the service should pay?**



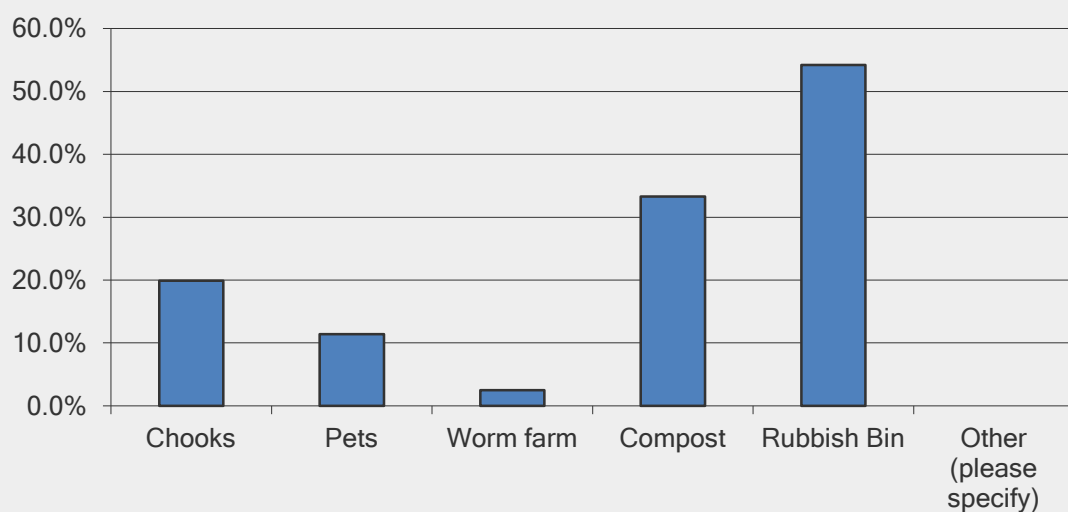
**If it was an optional service would you be interested in having a garden waste service?**

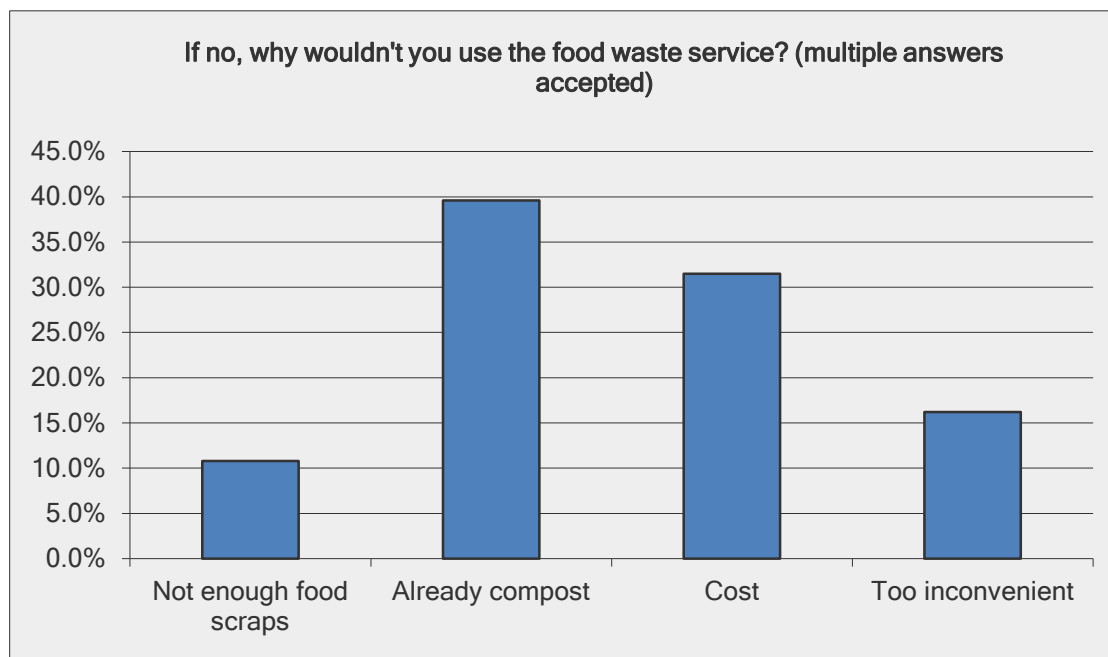
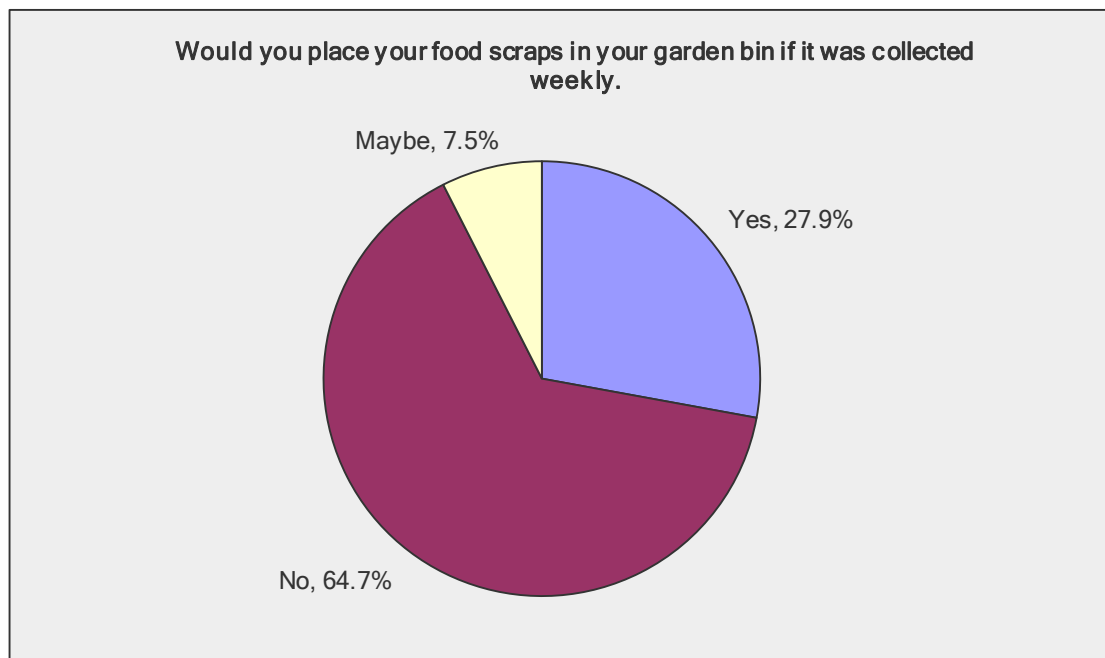


Based on similar service costs in other councils Hawkesbury Council expect that it will cost between \$2-\$3 per fortnight per household for a fortnightly garden waste service. If this is the case would you be prepared to pay for the service?

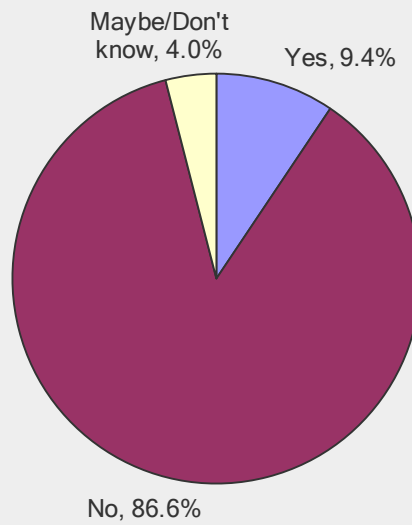


What do you currently do with your food scraps, peelings and leftovers?  
(multiple answers accepted)

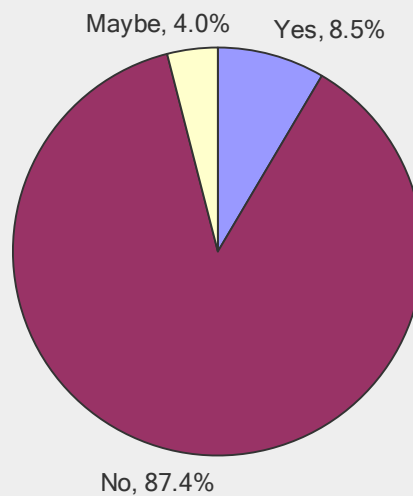


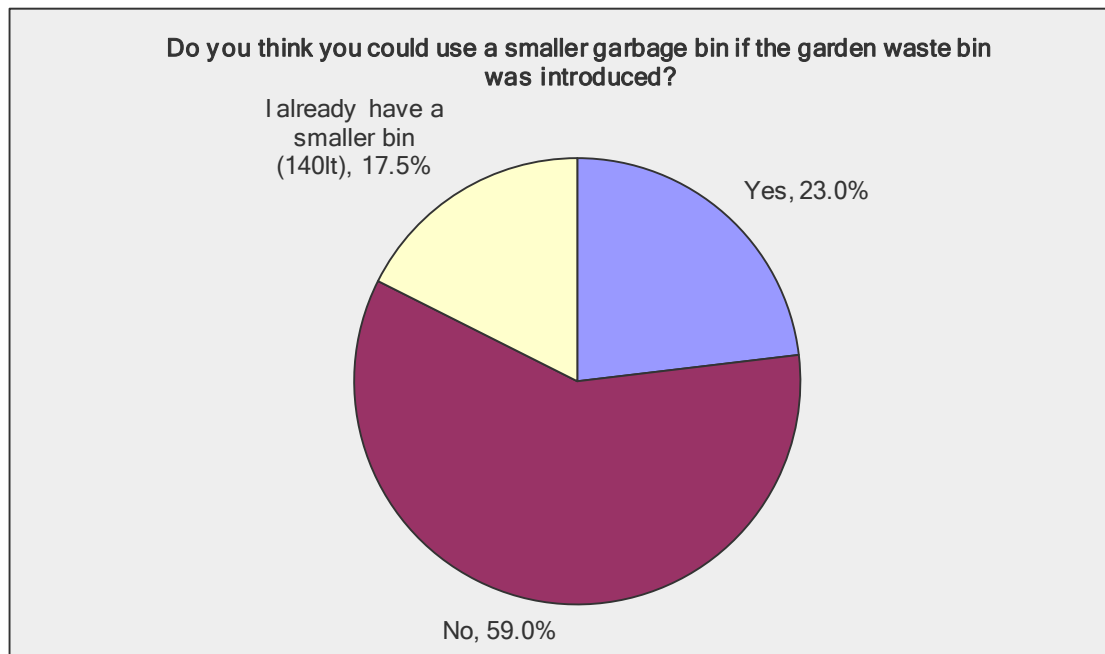
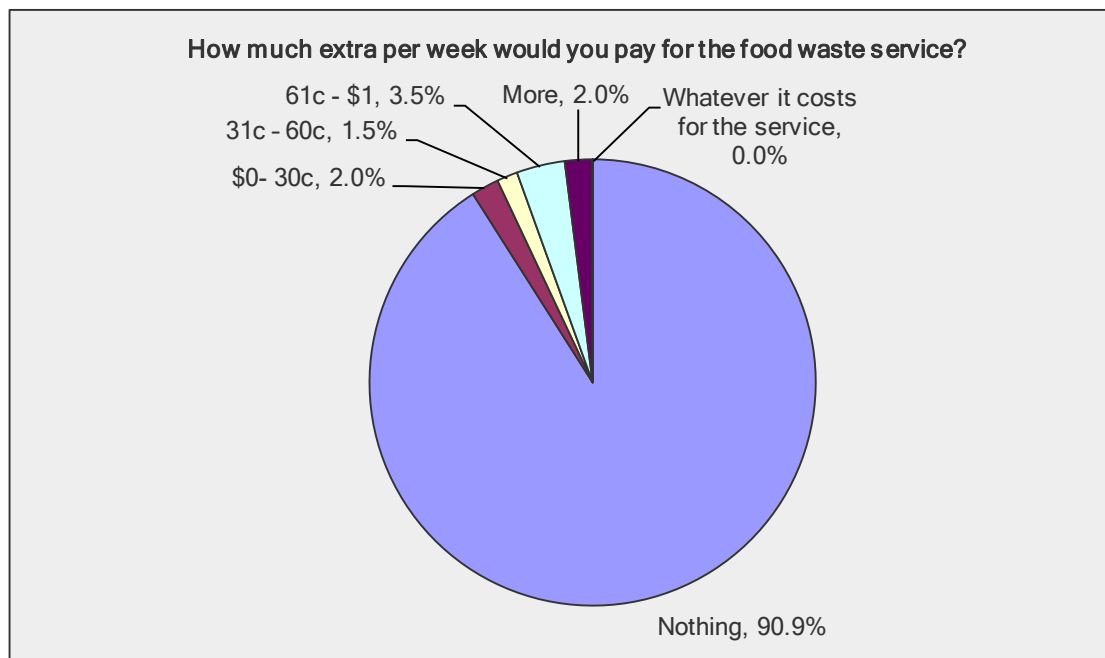


Would you need a food bin in your kitchen to put your food scraps in before transferring it to the garden organics bin for weekly collection?

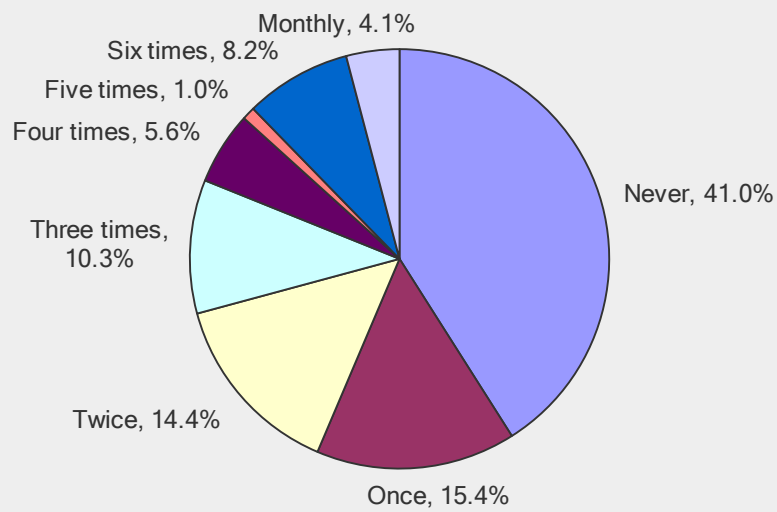


The cost to collect the garden organics bin weekly rather than fortnightly is more expensive. Would you be prepared to pay more for a weekly garden organics service with food scraps?





**In the last 12 months how many times have you visited the Hawkesbury City Waste Management Facility to dispose of garden waste?**



**Number of occupants in your household?**

