

Reducing our waste

Improving our service

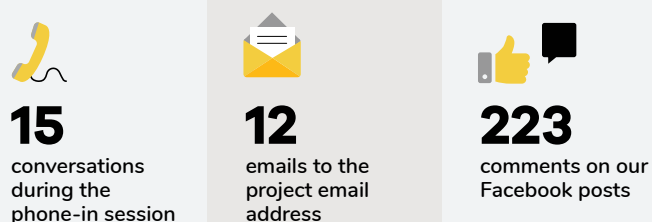
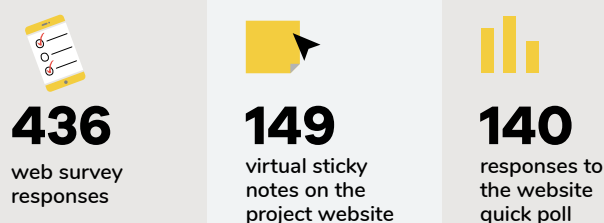
We're investigating how we can reduce waste, improve our waste service and move to a new four-stream service that separates garbage, comingled recycling, food and garden organics and glass.

We're consulting the community to help us develop a system that is right for Moreland. This summary outlines some of the key themes we have heard from your feedback so far.

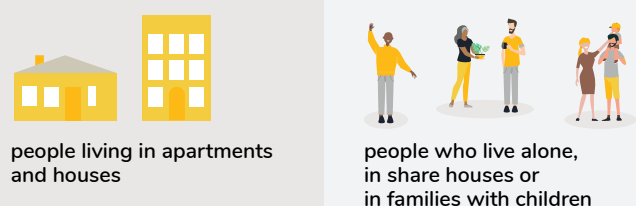
Summary of early consultation

Who did we hear from?

We had a strong response which included:



We heard from people all over Moreland, including:



FIRST ROUND

20 July 2020

The first round of community consultation started and included:



Surveys and virtual sticky notes via our online consultation platform, Conversations Moreland



Feedback via telephone drop-in session and project email address

Due to the COVID-19 pandemic, we were not able to talk to people face-to-face.

REPORTING AND PLANNING

21 August 2020

The first round of community consultation for our project closed.

Thank you to everyone who participated. Your feedback will help us design the next round of consultation planned for later in the year.

SECOND ROUND

Late 2020

What's working well?

Overall, we heard that there are many things that you like about our waste services. The top three things that you told us are working well are:

- **The food and garden organic (FOGO) service.**
We heard that since FOGO bins were introduced, household garbage has reduced and that you appreciate Council's support to better environmental outcomes.
- **The current bin collection frequency.**
The weekly collection of garbage and recycling is appropriate for the amount of waste households are currently generating.
- **The service is reliable and easy to use.**
It helps households to recycle effectively and reduce the amount of waste going to landfill.

We also heard that the current service is flexible enough to respond to the needs of different households including offering a range of bin sizes and fast and easy replacement for lost or damaged bins.

What could be improved?

We asked you what could be improved about the existing service. Some of these are issues that can be addressed through this project and others help us understand where we can provide more information or support to assist households. You had many suggestions, including:

- **Providing more opportunities to learn more about recycling and waste.** Have more information available to help households reduce their waste and avoid contamination in the recycling streams.
- **More opportunities for soft plastics recycling** through council services or council facilities.
- **More frequent collection of the food and garden organic (FOGO) bin** as households found that this filled up more quickly than the garbage bin and because you were concerned about odour.

We also heard that bins take up a lot of space on your properties and that you are concerned about kerbside congestion on bin night. Some people also suggested that there are opportunities to improve the standard of collection to avoid litter drop from garbage and recycling trucks.

What are your big ideas?

In your feedback, we heard some big ideas about what you would like to see in the future. Some of these ideas will help us improve our service, while other suggestions we won't be able to address directly as they are outside of Council's control.

Your ideas included:

- **Shared bins between neighbours or communal drop-off points** to reduce the number of bins that need to be stored on private property and to allow people to dispose of waste and recycling at a frequency that suits them.
- **Introducing different rates and fees** to encourage households to reduce waste and improve recycling.
- **Ensuring commercial waste providers servicing apartments also provide a consistent service,** including food and garden organics (FOGO) and recycling.

Next steps

The next round of consultation will explore some of these themes and opportunities in more detail.

All consultation is now on hold while we prepare for Council elections in October, however you can find out more about the project and our waste services by going to conversations.moreland.vic.gov.au/waste

We will provide further information and updates after the election.

Moreland Language Link

廣東話 9280 1910

Italiano 9280 1911

Ελληνικά 9280 1912

عربي 9280 1913

Türkçe 9280 1914

Tiếng Việt 9280 1915

हिंदी 9280 1918

普通话 9280 0750

ਪੰਜਾਬੀ 9280 0751

All other languages
9280 1919