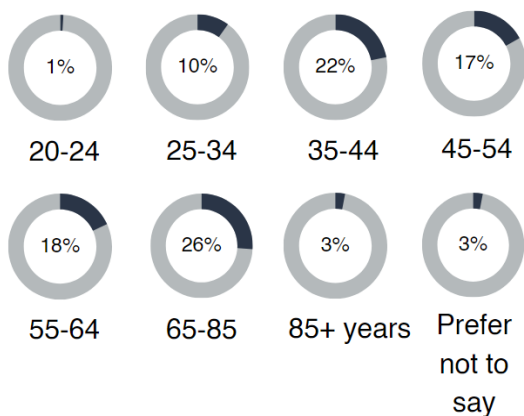


Waste Survey – What we heard

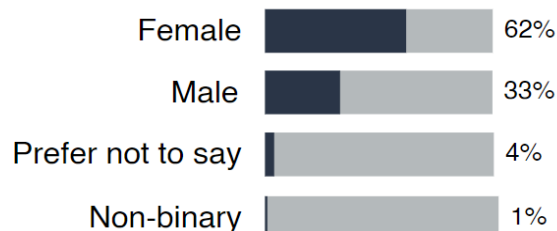
Who we heard from

1,011 responses from:

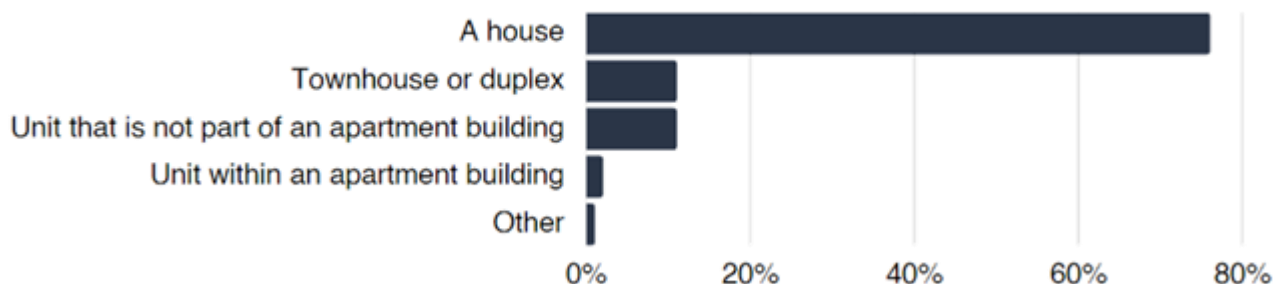
Age groups



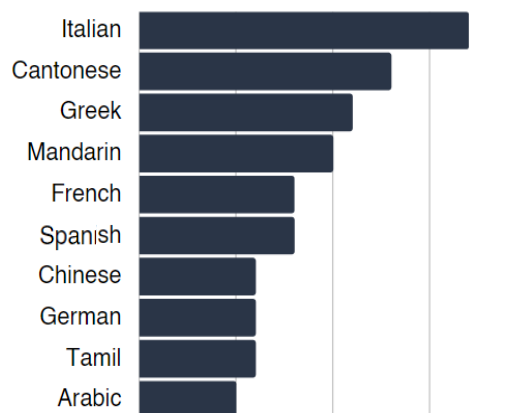
Gender



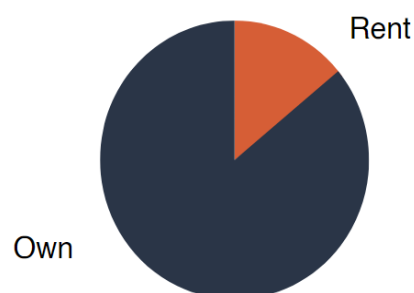
Type of housing



Other languages spoken at home



Housing tenure



Waste education and communication

- The most preferred channels for receiving waste-related information are Council publications / newsletters (51%), email (42%) and letter / mail (36%).
- Residents reported high satisfaction (89%) with the waste information available on Council's website (73% satisfied, 16% very satisfied).
- Key areas for future waste education included:
 - General waste education
 - Waste reduction
 - Food waste
 - Waste processing
- Popular topics for future workshops included:
 - Waste 101
 - How to repair things
 - Where does your waste go?
 - Composting
 - Learn to grow food at home

Advocacy

- A significant portion of respondents identified increased recycling opportunities (86%) as the most important issue they would like to Council to advocate on, followed closely by restricting single-use products (68%) and product stewardship schemes (61%).

Kerbside collection

- Overall, satisfaction levels across all three waste collection services are high, with 89% of residents either very satisfied or satisfied with their recyclables bin service, 83% with their rubbish bin, and 82% their FOGO bin.
- Recyclables is the bin most likely to be full (55%), followed by FOGO (38%), then rubbish (35%). For handling excess waste, storing it at home for next collection is a common solution across all streams.
- The majority of residents (73%) are satisfied with Council's hard waste and bundled branch collection service.
- Soft plastics, polystyrene, e-waste and building materials were the most common items identified by residents as difficult to dispose of correctly.

Glass bin

- Less than half of all respondents (44%) are aware of Council's requirement to deliver a glass service to households by 2027.
- Overall news of the glass bin was well received with 81% supporting the introduction (54% very supportive, 27% somewhat supportive).

E-waste

- While a majority of residents (62%) are unaware that the Victorian State Government has made it illegal to put e-waste into landfill, around a third (33%) primarily use the Waste Recovery Centre (WRC) for e-waste disposal, closely followed by those who rely on hard waste service (29%).
- The majority of respondents (53%) dispose of household batteries at designated collection points (Aldi, Woolworths, Officeworks). A smaller but significant number (15%) still dispose of batteries in their rubbish bin.

Contamination

- Residents indicated strong support for contamination management (92%), with a significant majority of residents considering it very important (71%) or important (21%) that Council responds to contamination in bins.
- 82% believe Council should respond strongly to contamination in bins, with 51% advocating for a very strong response and 31% a somewhat strong response.

Street cleanliness, dumped rubbish and litter

- 72% of respondents are either very satisfied (27%) or somewhat satisfied (45%) with the cleanliness of roads and gutters in their street.
- 70% of residents indicated a level of concern about litter in Banyule overall (25% very concerned, 45% somewhat concerned). Similarly, 71% indicated a level of concern about dumped rubbish (31% very concerned, 40% somewhat concerned).

Waste Recovery Centre (WRC)

- Residents indicated high awareness of the WRC (90%).
 - Items with the highest awareness are paper / cardboard (80%) and e-waste (80%).
 - Items with the lowest awareness were tyres (54%) and mattresses (59%).
- While the most requested items for acceptance at the WRC are polystyrene, soft plastics, hazardous materials, building materials, and textiles, a significant proportion of respondents reported that there are no items they would like the WRC to accept, indicating satisfaction with the current service.