



GLEN EIRA  
CITY COUNCIL

## GLEN EIRA CITY COUNCIL

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### *Future Waste Greener Glen Eira* Engagement Report

APRIL 2024

BENTLEIGH

BENTLEIGH EAST

BRIGHTON EAST

CARNEGIE

CAULFIELD

ELSTERNWICK

GARDENVALE

GLEN HUNTLY

MCKINNON

MURRUMBEENA

ORMOND

ST KILDA EAST

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# EXECUTIVE SUMMARY

Council undertook the Future Waste Greener Glen Eira communications and engagement campaign from 7 February 2024 to 31 March 2024. The purpose of the program was to inform and engage our community in conversations on the future of waste, and how to reduce and dispose of it.

Council regularly engages with the community to listen to its views on a range of issues, services, and infrastructure. We know that our community highly values waste disposal services. They consistently tell us that they rely on it daily and they value the different types of services we provide. The opportunity to proactively engage the community through the Future Waste, Greener Glen Eira campaign was timely to help inform our planning for a separate glass recycling service, and the renewal of several of our waste service contracts in 2024.

The opportunity to work with our community to help shape the future of waste in Glen Eira was the basis of the campaign. By putting our community at the centre of this engagement we had the chance to ask questions, to understand preferences, to spark innovation and to work together toward a greener and cleaner waste management future.



## Future Waste, Greener Glen Eira community engagement

At the 'involve' level on the IAP2 public participation spectrum, the engagement was extensive with a diverse range of in-person consultation opportunities and events, as well as online engagement activities.

This report provides the outcomes and results of the campaign. It includes high-quality insights on the community's feedback, preferences and sentiments on waste services including the anticipated new glass recycling service. The engagement also provides the community's ideas on ways to create less waste through the circular economy principles of reduce, reuse and repair.

Most of the community's feedback was channeled through an online survey (with hard copy versions also available) and an ideas activity. This was the main method for gathering a broad range of the community's feedback. The campaign received a total of 798 contributions; including 761 survey submissions and 37 contributions for the ideas' questions.

The engagement was promoted through a broad range of communication channels. This included *Glen Eira News*, Have Your Say platform, social media, newsletters, written correspondence, billboards, posters, postcard distribution and through a variety of pop-up events, presentations, targeted engagements and displays at Council venues and community settings. Thousands of our community were exposed to the opportunity to hear about and engage in the campaign in person, online, through print and radio media.





Our pop-up engagement activities engaged 1939 people at various locations and events and our attendance at seven key stakeholder committees/network meetings engaged a further 51 people.

An important achievement was engaging with 183 people across some of our harder-to-reach community members through 14 targeted engagement activities, at a diverse range of community settings. Population groups included elderly residents, people with a disability and people from multicultural backgrounds whose English is not proficient.





The main body of the report contains the detailed analysis and engagement findings, however a brief snapshot of the key engagement findings is outlined below.



## The Future Waste, Greener Glen Eira survey - snapshot

### Our community's views on reducing waste and recycling:




	89 per cent of survey respondents agreed/strongly agreed with the statement – It is important that the Glen Eira community reduces the amount of waste it produces.
	88 per cent of survey respondents agreed/strongly agreed with the statement – It is important that I reduce the amount of waste I produce.
	96 per cent of survey respondents agreed/strongly agreed with the statement – I think it is important to recycle correctly.
	90 per cent of survey respondents agreed/strongly agreed with the statement – I never put plastic bags or bagged items in the recycling bin.

### Our community's satisfaction levels of Councils waste services




	90 per cent of survey respondents agreed/strongly agreed with the statement – Council bin collections and hard rubbish services are reliable.
	84 per cent of survey respondents agreed/strongly agreed with the statement that – Council bin collections and hard rubbish services are easy to use.
	66 per cent of survey respondents agreed/strongly agreed with the statement that – Council bin collections and hard rubbish services meet my needs.
	75 per cent of survey respondents identified being satisfied with their general waste bin.

	79 per cent of survey respondents identified being satisfied with their recycling bin.
	79 per cent of survey respondents identified being satisfied with their green bin.

### Our community's views on public bins

	98 per cent of survey respondents agreed/strongly agreed with the statement – Public bins are an important Council service.
	92 per cent of survey respondents agreed/strongly agreed with the statement – Public bins are an effective strategy for preventing litter.
	The top two reasons that survey respondents use public bins (with more than 600 responses each) are to dispose of rubbish when visiting local parks and local shopping strips.

### Our community's views on Victoria's Container Deposit Scheme

	29 per cent of survey respondents identified having recycled containers through Victoria's Container Deposit Scheme.
	60 per cent had not recycled containers through Victoria's Container Deposit Scheme but indicated being aware of it.
	Survey respondents who had recycled containers through Victoria's Container Deposit Scheme mainly used reverse vending machines (49 per cent) and collection depots (35 per cent) to obtain their refunds.

### Our community's six highest responses to an open question about bin collection and hard rubbish

Theme	# of responses:	% of responses:
Concerns around hygiene and odour related to bins.	63	12 per cent
Value Council's waste services.	61	12 per cent
Requests or advice for biodegradable bags to be used in the green organics bin.	57	11 per cent
Need for education to be increased regarding waste services and recycling.	45	9 per cent
Requests to expand Council's waste services – more or bigger bins, more hard rubbish collections, recycling of more varied materials.	34	7 per cent
Focus on soft plastics. Reduce in general or explore recycling options.	33	7 per cent

**Our community's six highest responses to an open question asking for big ideas to keep resources in circulation longer.**

Theme	# of responses	% of responses
Provide a Council facilitated point of sale for second hand items e.g. community market or store front.	148	27 per cent
Provide a Council facilitated repair hub.	139	25 per cent
Increase education about waste and recycling through webinars, community group sessions, mailouts and posters.	84	15 per cent
Focus on pre-existing channels for items to be reused or recycled e.g. community groups or donating to charity shops.	65	12 per cent
No action required – current approach considered sufficient.	42	8 per cent
Importance and value of recycling broadly.	41	7 per cent

**Our community told us that their top three ways we can support them to reduce waste.**

1	Provide more opportunities to safely dispose of products that can't go in kerbside bins (paint, batteries, chemicals) (638 votes).
2	Support a local recycling or repair hub (605 votes).
3	Provide more information to help make sustainable choices (436 votes).

**Our community's six highest responses to an open question asking for ideas for a community project that could help us avoid waste in the first place.**


Theme	# of responses	% of responses
Partner with or encourage private retailers to allow and promote the use of reusable containers / recyclable packaging and reduced packaging.	88	24 per cent
Increase education relating to waste and recycling.	61	16 per cent
Provide more opportunities to save items from landfill e.g. community bins or markets, e-waste hubs, a local transfer station.	46	12 per cent
Focus on a soft plastics outcome – drop off points, bins, or recycling options.	30	8 per cent
Promote and utilise sustainable options.	25	7 per cent
Broader environmental based issues – create more open space, plant more trees.	21	6 per cent

**Our community's six highest responses to an open question on how we can help reduce contamination of household bins.**

Theme	# of responses	% of responses
Increase education will decrease contamination.	232	42 per cent
Clearer labels, signs and stickers on all bins.	124	22 per cent
Increase monitoring of residential bins, introduce clear bins to assist.	57	10 per cent

Introduce fines for people found to be contaminating waste bins.	52	9 per cent
Increase waste services, bigger bins, more bins, introduce other types of self-sorting bins.	42	8 per cent
Make the waste systems simple to reduce contamination.	33	6 per cent






### **Our community's views on penalties and monitoring of hazardous, deliberate or repeated contamination.**

	54 per cent of survey respondents supported more penalties or monitoring in instances of hazardous, deliberate, or repeated contamination.
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### **Our community's top three ways to discover new information about recycling and waste services.**

1	Glen Eira News – 401 responses
2	Glen Eira City Council website – 377 responses
3	Signs in public places – 372 responses

### **Our community's preference on a glass recycling service.**

	36 per cent of survey respondents preferred to have both household glass bin and access to a community drop-off point. (highest response)
	21 per cent of survey respondents preferred to have a purple glass bin at home. (second highest response)
	The top six reasons survey respondents gave for their preference: <ul style="list-style-type: none"> <li>• Having a glass bin at home is convenient.</li> <li>• No space on property for an additional bin.</li> <li>• Access concerns about community drop off points, can't commute or time poor.</li> <li>• Prefer the flexibility of both options.</li> <li>• Don't require an additional bin as household doesn't use much glass.</li> <li>• Concerned about additional costs associated with the introduction of new service.</li> </ul>
	62 per cent of survey respondents identified having space to store an additional purple glass bin on their property.
	Our pop-up engagement votes identified a preference amongst participants of a glass bin at home (460 votes) followed by a combination of glass bin at home and community drop off points (394 votes).

The engagement findings from this report will be used to guide our planning for a new glass recycling service, inform future waste services contracts and support Council's work on circular activity programs and activities.

# ENGAGEMENT REPORT

## Background

Our community highly values waste services. Our residents consistently tell us that they rely on them every day and value the different types of waste services we provide.

Feedback from *Our Priorities, Our Future campaign 2023* showed that rubbish collection and waste management was the fourth most important Council service to our community.<sup>1</sup> Our *2023 Annual Community Satisfaction Survey* showed that 85 per cent of our community regards waste management as very important or extremely important.<sup>2</sup>

Councils waste services include residential kerbside waste collections, booked hard rubbish collections and bin collections in our public open spaces like parks and activity centres.

All Victorian councils deliver these services to their residents at the local level. In Glen Eira, we partner with external companies who deliver these services on our behalf.

Like other councils across Victoria, Glen Eira is working with the Victorian Government to comply with legislation to implement household recycling and waste services. As part of this consistent approach, all councils are required to provide a separate glass recycling service by 2027. This means glass bottles and jars will be collected separately from other recycling items such as paper and cardboard.

As well as planning for a separate glass recycling service, several of our waste service contracts are being reviewed and renewed in 2024. These contracts are typically in place for multiple years. Since they were last updated, we've made major commitments to reduce our climate footprint, and our community's values on environmental issues have also shifted.

We declared a climate emergency and endorsed our first-ever *Climate Emergency Response Strategy 2021–2025* | Dhumbali Wurrungi-biik Parbin-ata in 2021. We also developed and adopted our first-ever *Circular Economy Plan 2022–2026* in October 2022. This *Plan* is focused on how we can design products and services to avoid waste - including keeping materials circulating for longer through reuse, repair, and recycling. One of the actions included in the *Plan* is the action: **1.1.4** Review all waste services contracts to align with circular economy measures and identify opportunity for integrated actions through contract initiatives and specifications.

Right now, our waste services are a major opportunity to support our community in reducing their climate footprint. We deliver these services for them, and it is important we work closely with our residents to support, educate and empower them to know what services we offer and how to use them correctly so that we're all accountable for how we manage our resources.

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<sup>1</sup> Our Priorities, Our Future Community Engagement Summary Report, November 2023:page17

<sup>2</sup> 2023 Annual Community Satisfaction Survey: <https://www.gleneira.vic.gov.au/media/14590/2023-local-government-community-satisfaction-survey-glen-eira-city-council.pdf>



To help get this right, we ran the Future Waste, Greener Glen Eira communication and engagement campaign to gather more community input to better understand our community's preferences and values. The campaign ran from **7 February till 31 March 2024**. It focused on putting our community at the centre of our planning so that together we could help shape the future of our waste services to be more responsible and sustainable in the years to come.

## Engaging the community

Future Waste, Greener Glen Eira communication and engagement campaign used diverse media channels and engagement activities to reach as many people as possible. The engagement applied the 'involve' level of the IAP2 public participation spectrum. This level of engagement works directly with the community to make sure their concerns and aspiration are consistently understood and considered. Consultation activities included pop-up and in person engagement opportunities as well as targeted engagements.

Conversations with our residents during the engagement prompted a variety of topical discussions on waste services and guided people to provide their feedback through the online engagement survey and ideas questions. This was the central channel for gathering a broad range of the community's feedback. The variety of engagement methods used allowed us to ask questions, to understand satisfaction levels on waste services, to seek people's preferences and to spark innovation on circular economy opportunities. This report provides a detailed summary of the communication data and engagement results received over the course of the campaign.

## Communication activities

Communication activities to promote the Future Waste, Greener Glen Eira campaign was delivered across multiple media channels. The campaign applied a strategic schedule of online, digital, paper based and billboard promotion that commenced on 7 February and continued until 31 March 2024. The communications aimed to have widespread reach across Glen Eira residents to promote and encourage community participation and feedback on the future of waste services. The communication channels used, and their reach are detailed in the table below.

Communication Activities	Reach
<b>Glen Eira News</b> March edition — promoting upcoming feedback. April edition — calling for feedback	All households in Glen Eira 64,500 households each month
<b>Council social media posts</b> Facebook and Instagram promoting the engagement and for community members to have their say.  LinkedIn	Reach: 6,415 Reactions: 54 Comments: 2 Shares: 5 Clicks: 15 Plays: 1,702  Impressions: 2,015 Reactions: 29

Communication Activities	Reach
	Link clicks 41
<b>Paid social media posts</b> Facebook and Instagram promoting the engagement and for community members to have their say.	Reach: 22,553 Reactions: 23 Comments: 29 Shares: 3 Clicks: 487
<b>Other GECC social media posts</b> Glen Eira Libraries (3.2k followers):  Sustainable Living Glen Eira (1.6k followers):  Glen Eira City Council Arts and Culture (6.8k followers):	22 February with 4 likes  24 March with 3 likes 10 March with 0 likes March with 1 like and 3 shares 17 February with 0 likes  17 March with 1 like 9 March with 0 likes
<b>Community Engagement e-newsletter</b> February and March edition	4,441 recipients 55.89 per cent opened (2482 recipients) 3.06 per cent clicked (136 recipients) 84 click throughs to FWGGE
<b>Libraries e-newsletter</b> March edition	21,679 recipients 41.63 per cent opened (9024 recipients) 1.12 per cent clicked (242 recipients) 30 click throughs to <i>Have Your Say</i>
<b>Arts and Culture e-newsletter</b> March edition	6,769 recipients 47.36 per cent opened (3026 recipients) 2.53 per cent clicked (171 recipients) 3 click throughs to <i>Have Your Say</i>
<b>GESAC e-newsletter</b> March edition	34,195 recipients 55.8 per cent opened (18470 recipients) 3.84 per cent clicked (1271 recipients) 60 click throughs to <i>Have Your Say</i>
<b>Sustainability e-newsletter</b> March edition	4,014 recipients 48.30 per cent opened (1930 recipients) 3.73 per cent clicked (149 recipients) 29 click throughs to <i>Have Your Say</i>
<b>Sustainable Business e-newsletter</b> March edition	569 recipients 50.44 per cent opened (286 recipients) 2.12 per cent clicked (3 recipients) 29 click throughs to <i>Have Your Say</i>
<b>Foodline newsletter</b> Autumn edition	1,134 recipients
<b>Outdoor advertising on billboards</b>	Elsternwick Library: 4-31 March Bentleigh Library: 4-31 March Glen Eira Town Hall: 26 February-31 March Princes Park, Caulfield South: 4-31 March

Communication Activities	Reach
<b>Postcards (library distribution)</b>	7,500 distributed in library book reservations throughout the duration of the campaign.
<b>Postcards (apartment building distribution)</b>	701 postcards delivered to apartment buildings in Caulfield, Carnegie, Glen Huntly, Bentleigh, and Bentleigh East.
<b>Postcards (community settings distribution)</b>	1,800 distributed across council and community settings including libraries, Moorleigh Community Village, senior centres, community houses as well as at other targeted engagement sessions.
<b>Postcards (pop-up engagements)</b>	939 handed out to people during pop-up engagements.
<b>Golden Days Radio</b> Saturday 17 February Saturday 2 March	Approx. 8,000 listeners each broadcast.
<b>Digital screen displays</b> Glen Eira Town Hal GESAC	On display throughout the duration of the campaign.
<b>Posters</b>	A3 posters: 70 distributed and displayed at Council facilities including libraries, Maternal and Child Health Centre, Service centre at Town Hall, pop-ups, and local community houses.
<b>Emails to 7 Body Corporate Providers</b> 29 February	To extend the reach of promotion for residents living in apartment buildings.
<b>Emails to 32 schools in Glen Eira</b> 5 March	To extend the reach of promotion through school newsletter and offer of in-person engagement.
<b>Emails to 96 Sporting groups and clubs</b> 21 March	To extend the reach to members and local families.





## Engagement activities

In total thirty engagement sessions were delivered across all three wards of Glen Eira to capture different residents and population groups. A variety of large scale and smaller scale pop-up and targeted engagements took place as well as presentations and opportunities for engagement through attendance at a range of network and committee meetings. A snapshot of the engagement sessions is captured below, and a detailed summary is provided further in this report (pp 15-44).

Engagement activities	Numbers who participated
<b>Nine pop-up engagement sessions</b> Seven of these used the Glen Eira pop-up trailer.	1,939
<b>Seven presentations at network and committee meetings</b> <ul style="list-style-type: none"> <li>– Community Engagement Advisory Committee</li> <li>– Multicultural Advisory Committee</li> <li>– Disability Reference Group</li> <li>– Community Groups Committee</li> <li>– Youth Engagement Team (2 visits)</li> <li>– Glen Huntly Village Traders Association</li> <li>– Carnegie Mainstreet Traders Association</li> </ul>	80
<b>14 targeted engagement sessions</b> At various community services including: <ul style="list-style-type: none"> <li>• Caulfield South Community House and Garden</li> <li>• Glen Eira Adult Learning Centre</li> <li>• Godfrey Street Community House</li> <li>• Moongala Women's Community House</li> <li>• Moorleigh Community Village</li> <li>• Bentmoor Men's Shed</li> </ul>	183





## Pop-up engagements

Pop-up engagements were a central part of the in-person consultation during the campaign. They captured a diverse section of the community and enabled conversations with many people who may not have engaged with Council, the topic, or the campaign otherwise.

The main purpose of the pop-ups was to direct people to the online *Have Your Say* engagement survey and ideas tool (through postcard, QR code or a hard copy survey). Parallel to this was the opportunity to provide education and guidance on our waste services, how to use them correctly and other information about recycling and reducing waste.

Some of the pop-ups were at large scale events or high foot traffic areas across the municipality where thousands of people attended. These events provided strong reach to many different people to engage and learn more about Council's waste services.

Some of the pop-ups were more intimate and smaller in scale with a focus on intercepting people with postcards and surveys at Council or community events. These enabled some people the opportunity to delve into deeper conversations and explore more understanding of the issues surrounding waste services.

The opportunity to give away the green organics kitchen caddies was a great drawcard during these consultations and resulted in increased activity and interest from the community.



## Pop-up engagements

Event	Location	Date
<b>Lunar New Year Event*</b>	Glen Eira Town Hall Car Park and Auditorium	10 February
<b>Under the Stars*</b>	Packer Park Carnegie	24 February
<b>Bentleigh Festival*</b>	Centre Road Bentleigh	25 February
<b>Caulfield Racecourse Reserve Community Market*</b>	Caulfield Racecourse Reserve area, Caulfield	3 March
<b>International Women's Day event with Geraldine Quinn</b>	Glen Eira Town Hall Theatrette, Caulfield	20 March
<b>Glen Eira Electric Vehicle Expo*</b>	Glen Eira Town Hall car park and auditorium, Caulfield	17 March
<b>Bentleigh Farmers market*</b>	Bignell Road, Bentleigh East	23 March
<b>Caulfield South Community Garden Open day</b>	Kooyong Road, Caulfield South	24 March
<b>Glen Eira Sports and Aquatic Centre (GESAC)*</b>	East Boundary Road, Bentleigh East	26 March

\*These engagements used the pop-up engagement trailer.

In total, pop-up engagements reached approximately 1,939 people, with almost 1,000 postcards handed out. Hundreds of green kitchen caddies were distributed along with various waste focused educational material. There was also a small number of hard copy surveys distributed and received.

Conversations with our community at the pop-ups were constructive and informative. People discussed a broad range of views, content, and experience on waste services. Our engagement staff encouraged people to complete the survey online or in hard copy to share their concerns, values, ideas, and aspirations.

Following these engagements there appeared to be a correlation between the timing of pop-up activities and increases in the number of online community survey completions, demonstrating the overall success of these activities.



Pop-up consultation statistics						
Location	Date	Postcards	People	Paper Surveys		Children's drawings (#)
				Given	Received	
<b>Lunar New Year Event</b>	10 Feb	50	55	1		3 given with reply paid envelopes
<b>Under the Stars</b>	24 Feb	156	400	10	4	16
<b>Bentleigh Festival</b>	25 Feb	250	615			7
<b>Caulfield Racecourse Reserve Community Market</b>	3 Mar	158	300	1		3 given with reply paid envelopes 1 in the box coloured in
<b>International Women's Day event with Geraldine Quinn</b>	20 Mar	35	44	1		
<b>Glen Eira Electric Vehicle Expo</b>	17 Mar	40	65	0		3
<b>Bentleigh Farmers market</b>	23 Mar	80	120			10
<b>Caulfield South Community Garden Open day</b>	24 Mar	10	20	0		
<b>GESAC</b>	26 Mar	160	320	3	1	4
<b>Total</b>		<b>939</b>	<b>1,939</b>	<b>16</b>	<b>5</b>	<b>46</b>

To provide additional opportunities for conversation, the pop-up trailer sessions also provided tactile engagement activities suitable for both children and adults. These included a voting poll and black board feedback activity.

For the voting poll, children and adults could cast a vote in response to this statement and could choose from three options:



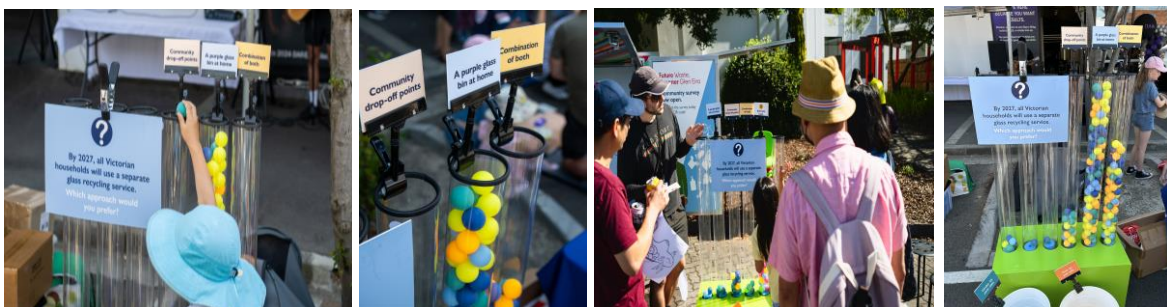
By 2027, all Victorian households will use a separate glass recycling service.  
Which approach would you prefer?

1. A purple glass bin at home
2. Community drop off points
3. Combination of both

#### pop-up trailer voting poll activity statistics for seven trailer engagements

Voting pods	18 and over (Adults)	Under 18 (Children)	Total
A purple glass bin at home	301	159	460
Community drop-off points	107	61	168
A combination of both	193	201	394

The results indicate that 'a purple glass bin at home' is the most popular preference for adults with 301 votes. Children preferred the option of 'a combination of both bin and community drop off points' with 201 votes. 'Community drops off points' was the least popular option for both adults and children. Combined votes of both adults and children identify the top preference is 'a purple glass bin at home' with 460 votes followed by 'a combination of both' with 394 votes.



During the trailer pop-up engagements, we also conducted a black board feedback activity that encouraged children and adults to express their ideas to the question:

**What is your idea for a community program or project that could help us avoid waste in the first place?**

This activity attracted approximately 27 comments, outlined below. Responses to the question were diverse, however the majority can be grouped into the following subject areas:

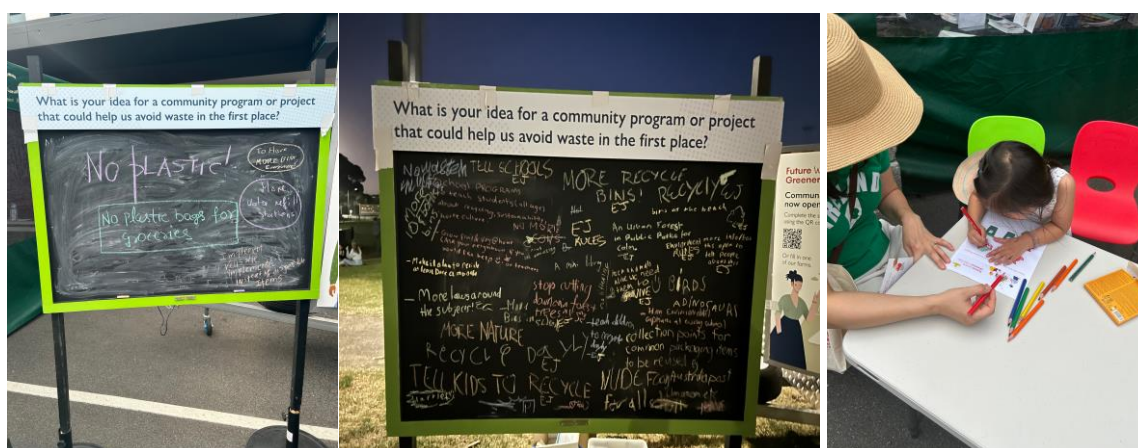
- More recycling bin options and less littering. (6 comments)



- Education programs and resources on the environment and recycling – especially for children and within schools (5 comments)
- Less plastic bags and packaging (5 comments)
- Importance of nature, fauna and flora (5 comments)

## Blackboard comments

Bake bread at home.	Nude Food for all.
Choose programs to teach students of all ages about recycling, sustainability and horticulture.	Keep animals alive, we need them to survive.
Grow fruit and veg at home.	Bins at the beach.
Ask your neighbour if they would like help	A mini library.
More 10c bottle bins.	Stop cutting down forest trees.
More laws on the subject.	Tell schools.
More recycling bins.	No Plastic.
Have environmental captains in every school.	No plastic bags for groceries.
Teach children to recycle daily.	To have more bins everywhere.
No littering.	More water refill stations.
More nature.	no more plastic bags in supermarkets.
An urban forest in public park for calm.	"send it to space".
Collection points for common recycling packages to reuse; e.g. at Australia Post.	Implement reuseable implements instead of disposable items.
Less packaging.	



## Targeted engagements

In total there were 14 targeted engagement sessions held during the campaign. These engagement sessions aimed to connect with harder-to-reach population groups including older people, people with disability, and people from multicultural backgrounds who don't speak English fluently.

These sessions were held at a variety of community settings that enabled us to reach 183 people directly with waste services information, postcards, and participation in the survey. Engagement conversations were undertaken during already scheduled group activities, providing scope to talk to community members about the campaign. There was positive interest, interactions, and questions

from many of the community members at these sessions which directly translated into an increase in survey participation.

A flexible approach was used to deliver these sessions, some involved presentations while others involved a cuppa and a chat. The sessions engaged people from diverse population groups including people older residents and people from multicultural backgrounds who saw the opportunity to provide their feedback also as an educational exercise.

Location	Date and time	Program or session	Population group	# of people engaged
<b>Godfrey Street Community House</b> 9 Godfrey Street Bentleigh	Thurs, 7 March	Dining room conversations with 1. Singers group 2. Art therapy group	Older adults, people who are isolated, people with a disability.	15
	Mon 18 March	3. Knitting & Crocheting group		
<b>Caulfield South Community</b> 450-452 Kooyong Road, (entry via Jupiter Street) Caulfield South	Tues 5 March	4. Coffee conversations with Chitter, Chatter Group	Older adults, people who are isolated, people with a disability.	55
	Thurs 14 March	Coffee conversations with: 5. Crochet Group 6. Fun and Friendship group 7. Art group		
<b>Moorleigh Community Village</b> 92 Bignell Rd, Bentleigh East	Wed 28 Feb and 28 March	8. Door knock across Moorleigh Community Village services (including U3A, Menshed, seniors centre) 9. Visit to Men's Shed lunch event	Older adults, people from multi-cultural backgrounds, older men, people experiencing loneliness and isolation.	25
<b>Moongala Women's Community House</b> Bignell Rd, Bentleigh East	Wed 13 March	10. Coffee conversations with Chatty café group 11. Knitting group	Older women, people from multi-cultural backgrounds, people experiencing loneliness and isolation.	22

<b>Glen Eira Adult Learning Centre (GEALC)</b>  McKinnon Rd McKinnon (next to Railway station).	Thurs 14 March	12. English as a second language Level 2 class session 13. English as a second language Level 3 class session	People from multicultural backgrounds who do not speak English fluently.	66
	Tue 19 March	14. English as a second language Level 2 class session		
			<b>Total</b>	<b>186</b>



## Presentations at committee and network meetings

We presented the Future Waste, Greener Glen Eira campaign to various committee and stakeholder network groups and associations during February and March, engaging 51 participants. These presentations provided an opportunity to inform important stakeholder groups about the campaign, explore options for further engagement and to encourage direct participation in the consultation process.

Key stakeholder groups engaged through this approach were young people through the newly developed Youth Engagement Team, the Disability Reference Committee, the Multicultural Committee, the Community Engagement Advisory Committee, the Community Groups Committee and two of our local Trader Association groups based in Glen Huntly and Carnegie.

Participants at these meetings were not only encouraged to provide feedback but also served as important conduits to help channel participation through their own networks and communities into the campaign.

Committee/Network	Date and time	Location	Reach - # of people present
<b>Community Engagement Advisory Committee</b>	19 February	Murrumbena Park Community Hub	11
<b>Multicultural Advisory Committee</b>	19 February	Glen Eira Town Hall – Caulfield Cup Room and online	18
<b>Disability Reference Group</b>	22 February	Marriot Support Services - Unit 15 A/56 Keys Rd Cheltenham	10
<b>Community Groups Committee</b>	26 February	Online	11
<b>Youth Engagement Team (2 visits )</b>	26 February 18 March	Bentleigh Library and Youth Hub	8
<b>Trader Association Meeting –</b> Glen Huntly Village Traders Association	6 March	REMNSCNT Café 1212 Glen Huntly Rd, Glen Huntly	7
<b>Trader Association Meeting –</b> Carnegie Mainstreet Traders Association	19 March	Rosstown Hotel 1084 Dandenong Rd, Carnegie	15
		<b>Total</b>	<b>51</b>

## Online engagement data

There were two options to provide feedback on the Future Waste Greener Glen Eira campaign through Councils online Have Your Say platform. This included a 17 question community survey on the topic with some additional demographic questions and two idea questions.

### Community Survey

The community survey was available on Council's *Have Your Say* platform for almost eight weeks from 7 February until 31 March 2024. A hard copy survey was also available and distributed as required during this same period.

Over the duration of the campaign there were 4,226 views, 2,810 visits and a total of 798 submissions received through the Have Your Say portal. The submissions received were made up of 761 survey submissions and 37 idea contributions. Seven survey respondents used the multilingual tool; six completed the survey in Mandarin and one in Spanish.

We received approximately 12 hard copy surveys from pop-ups, through the mail or through targeted engagement activities. All survey data from the hardcopy surveys was entered into the online survey and is included in the complete survey results outlined in this report.

The community survey asked for a range of feedback from our community. It provided a combination of both open, closed and multichoice questions and was arranged under four sections:

**Section 1: Current recycling and waste services.**

Nine questions focused on understanding satisfaction levels, needs and knowledge about Councils current waste services.

**Section 2: Ideas, education and innovation.**

Five questions seeking ideas on how to reduce waste and improve circular economy opportunities.

**Section 3 Glass recycling.**

Two questions seeking people's preference on a glass recycling service.

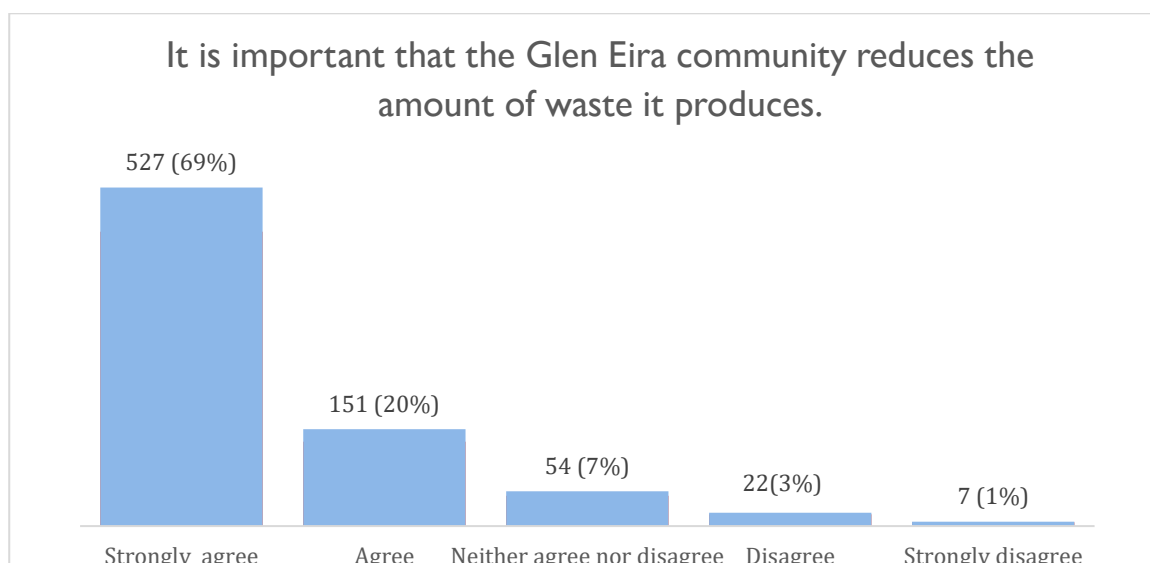
**Section 4: About You.**

Four demographic questions.

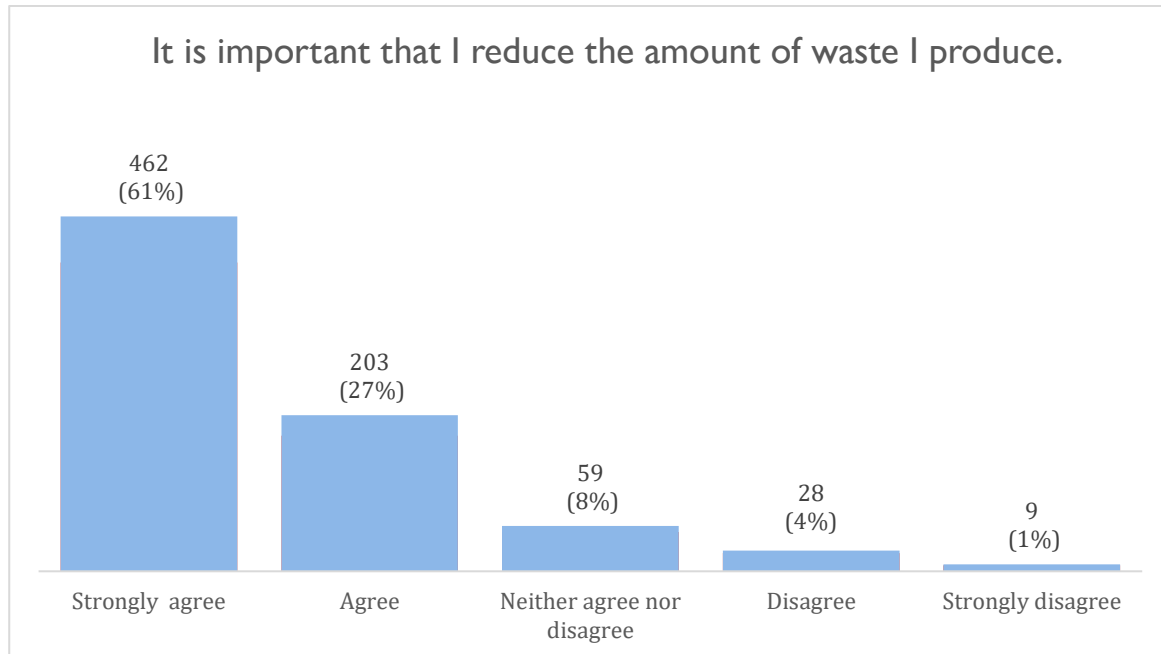
The results for each question are provided below. All open-ended questions have been analysed and recorded according to themes, with the most frequent response categories summarised in the tables below.

**Question one: Asked respondents to rate their level of agreement on a series of four statements with five response options: Strongly agree, agree, neither agree nor disagree, disagree and strongly disagree.**

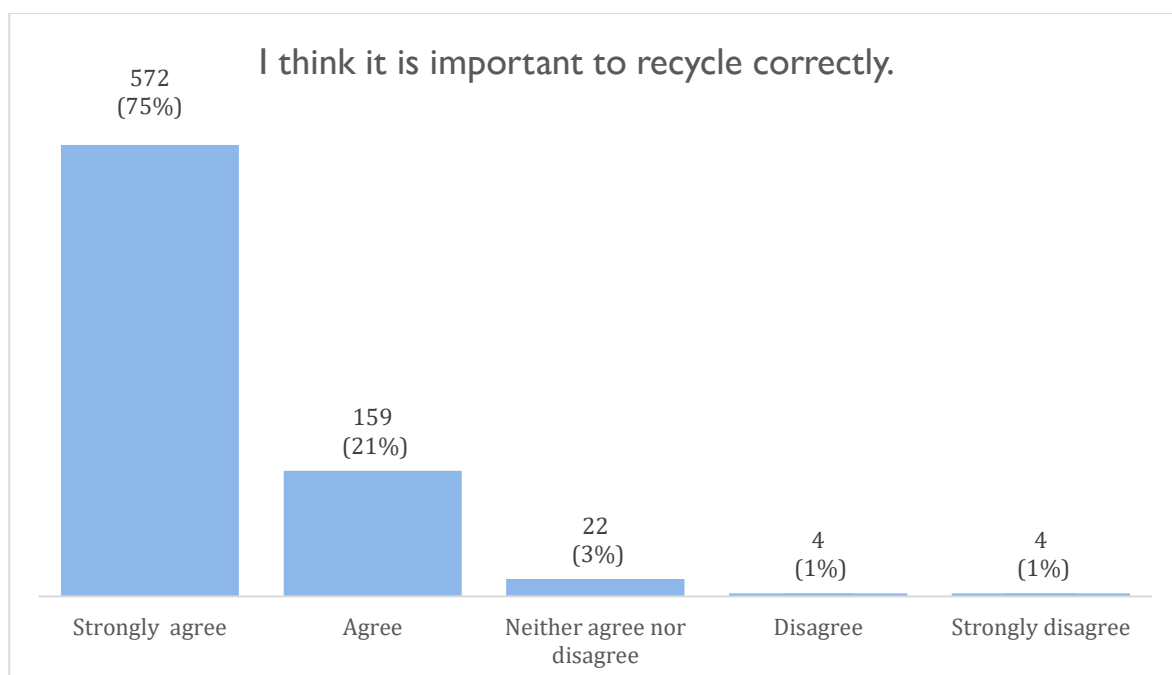
Please select your level of agreement with the following statements			
It is important that the Glen Eira community reduces the amount of waste it produces.	It is important that I reduce the amount of waste I produce.	I think it is important to recycle correctly.	I never put plastic bags or bagged items in the recycling bin.



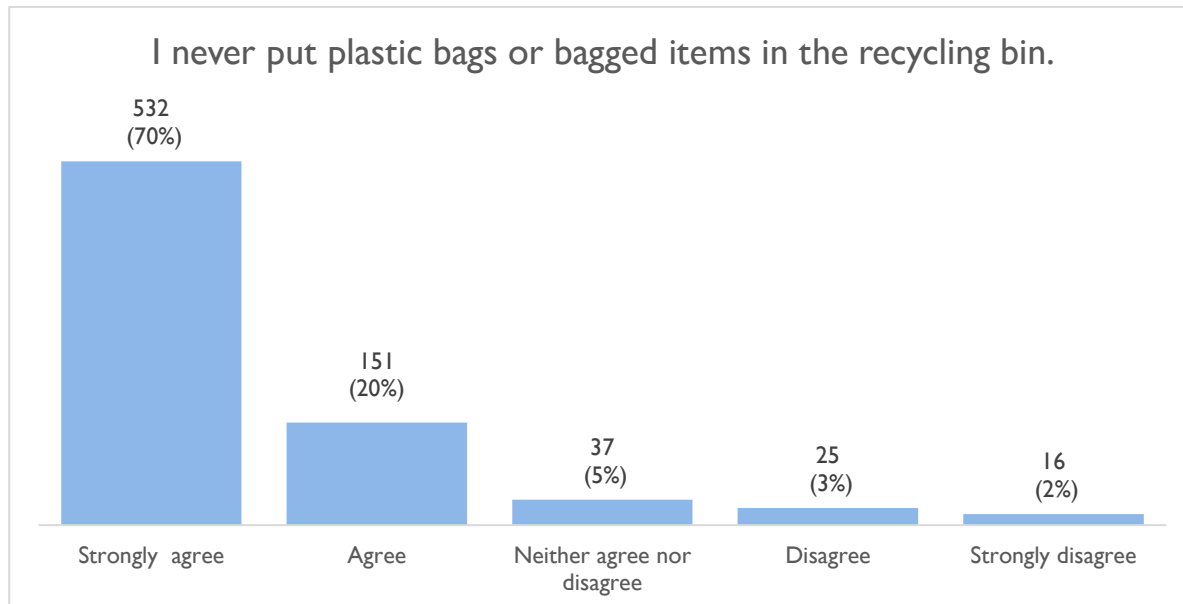
761 survey respondents answered this question. The vast majority (89 per cent) agreed with the statement – It is important that the Glen Eira community reduces the amount of waste it produces. 527 survey respondents (69 per cent) strongly agreed and 151 (20 per cent) agreed. This data confirms that survey respondents recognise the importance of reducing waste.



761 survey respondents answered this question. The vast majority (88 per cent) agreed with the statement – It is important that I reduce the amount of waste I produce. 462 survey respondents (61 per cent) strongly agreed and 203 (27 per cent) agreed. This data suggests that survey respondents recognise that they have a responsibility to reduce their own waste.



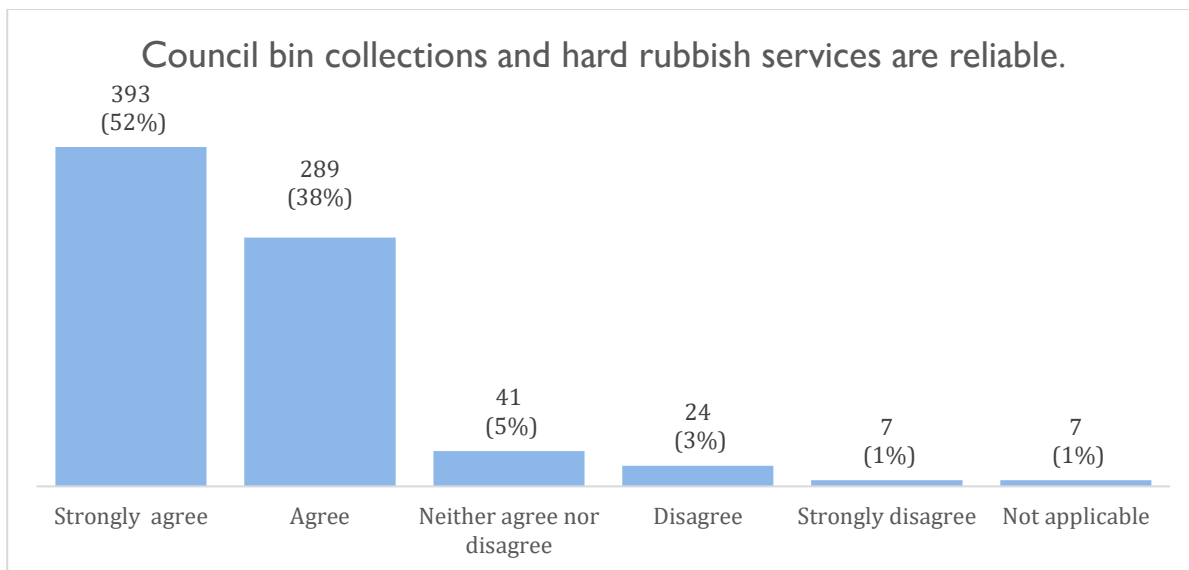
761 survey respondents answered this question. The vast majority (96 per cent) agreed with the statement – I think it is important to recycle correctly. 571 survey respondents (75 per cent) strongly agreed and 159 (21 per cent) agreed. This data suggests that survey respondents recognise the value of recycling correctly.



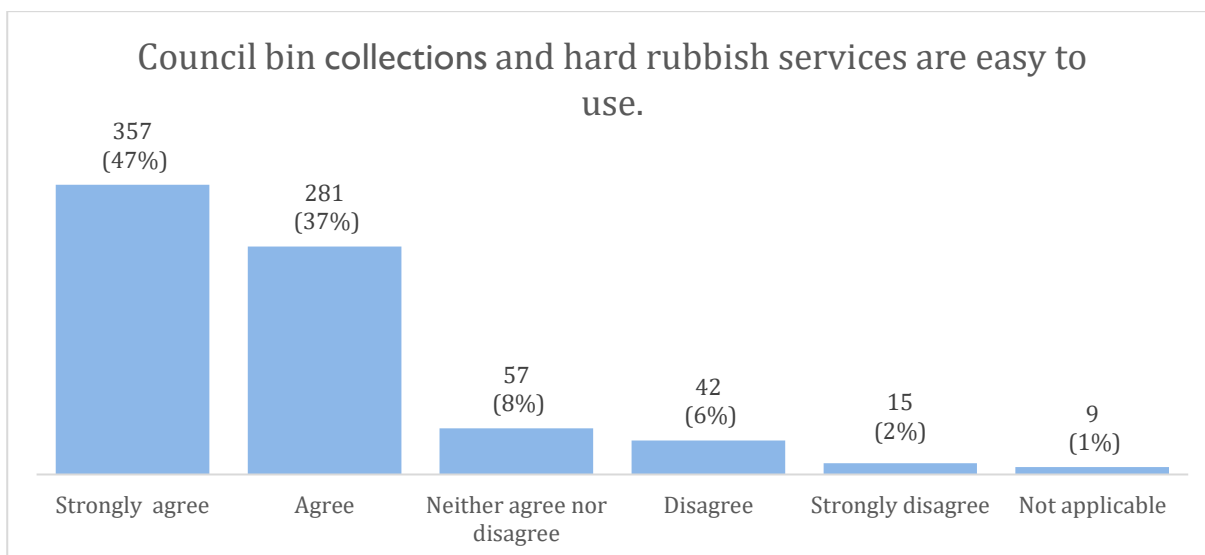
761 survey respondents answered this question. The vast majority (90 per cent) agreed with the statement – I never put plastic bags or bagged items in the recycling bin. 532 survey respondents (70 per cent) strongly agreed and 150 (20per cent) agreed. This data suggests that most survey respondents understand that putting recycling items in plastic bags is a barrier to those items being recycled.

**Question two: asked respondents to rate their level of agreement on a series of three statements with five response options: Strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, strongly disagree, don't know.**

Please select your level of agreement with the following statements		
Council bin collections and hard rubbish services are reliable.	Council bin collections and hard rubbish services are easy to use.	Council bin collections and hard rubbish services meet my needs.

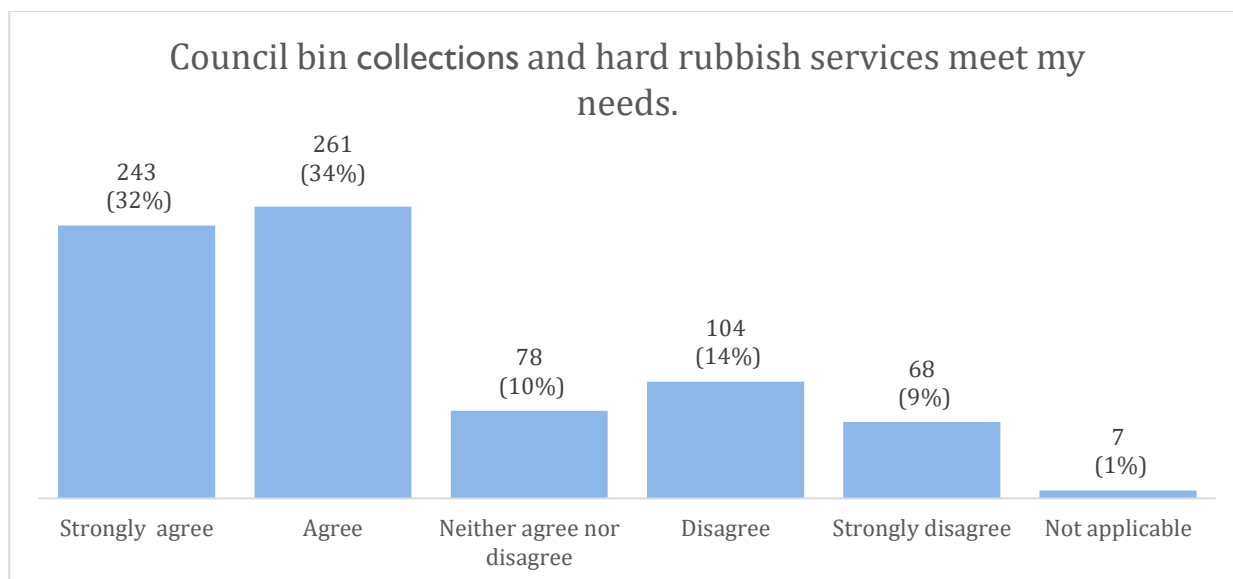


761 survey respondents answered this question. The vast majority (90 per cent) agreed with the statement – Council bin collections and hard rubbish services are reliable. 393 survey respondents (52 per cent) strongly agreed and 288 (38 per cent) agreed. This data suggests that most survey respondents regard Council waste services as reliable.



761 survey respondents answered this question. The vast majority (84 per cent) agreed with the statement – Council bin collections and hard rubbish services are easy to use. 357 survey respondents (47 per cent) strongly agreed and 281 (37 per cent) agreed. This data suggests that most survey respondents regard Council waste services as easy to use.



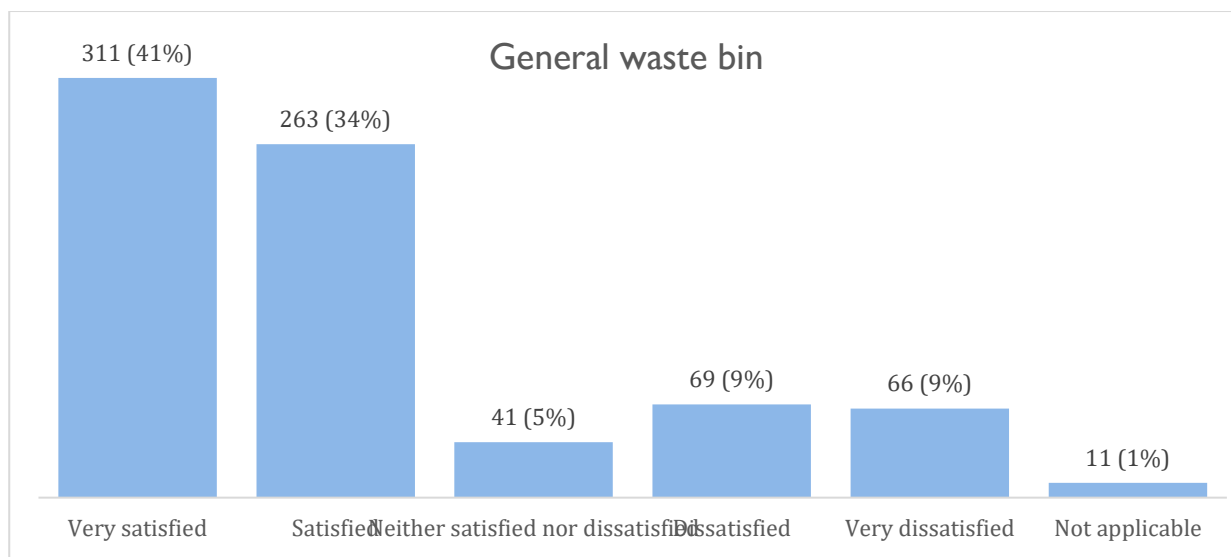


761 survey respondents answered this question. Two thirds of survey respondents (66 per cent) agreed with the statement – Council bin collections and hard rubbish services meet my needs. 243 survey respondents (32 per cent) strongly agreed and 260 (34 per cent) agreed.

The results also indicate that 25 per cent of survey respondents did not agree with this statement. 104 survey respondents (14 per cent) disagreed and 68 (9 per cent) strongly disagreed suggesting that their waste needs were not being met through the waste services Council provides.

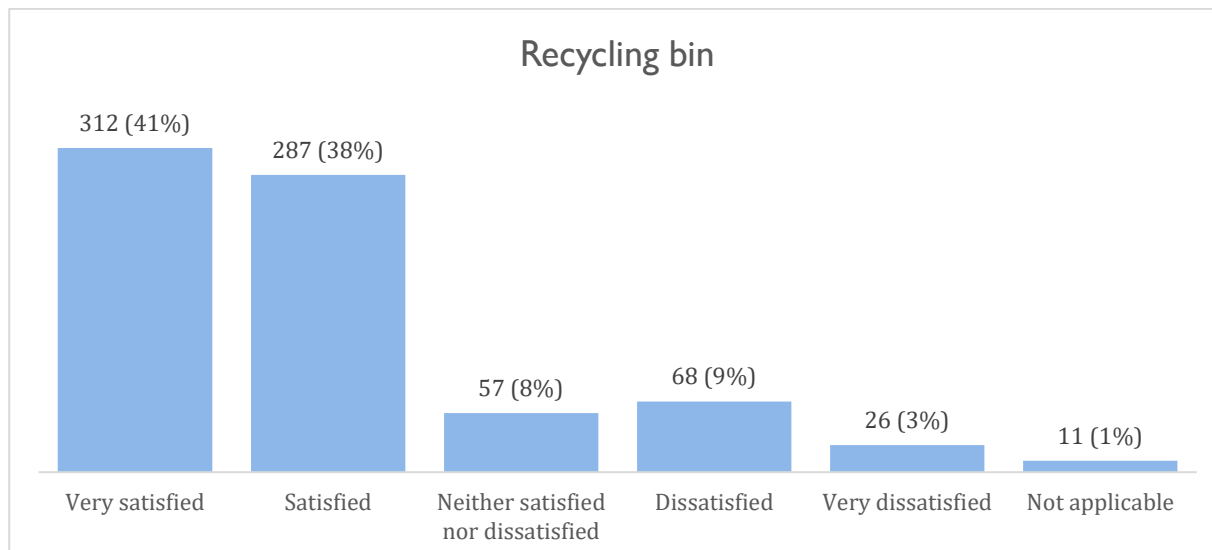
**Question three: Asked survey respondents to rate their level of satisfaction on four of Councils nominated household recycling and waste collection services. Six options for responses were provided: Very satisfied, satisfied, neither satisfied nor dissatisfied, very dissatisfied, not applicable.**

Please select your level of satisfaction with the following household recycling and waste collection services.			
General waste bin	Recycling bin	Green bin	Hard rubbish collections



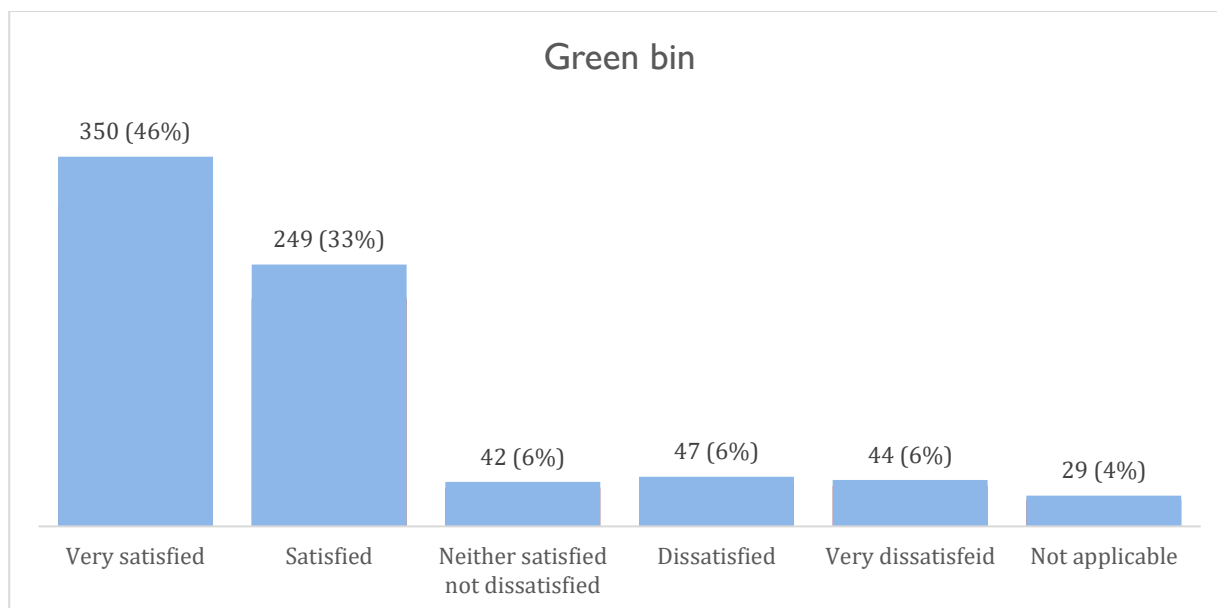
761 survey respondents answered this question. The majority (75 per cent) identified being satisfied with their general waste bin. 311 (41 per cent) identified being very satisfied and 262 (34 per cent), satisfied.

Approximately 18 per cent of survey respondents identified not being satisfied with their general waste bin. 69 (9 per cent) of survey respondents identified being dissatisfied and 66 (9 per cent) being very dissatisfied.



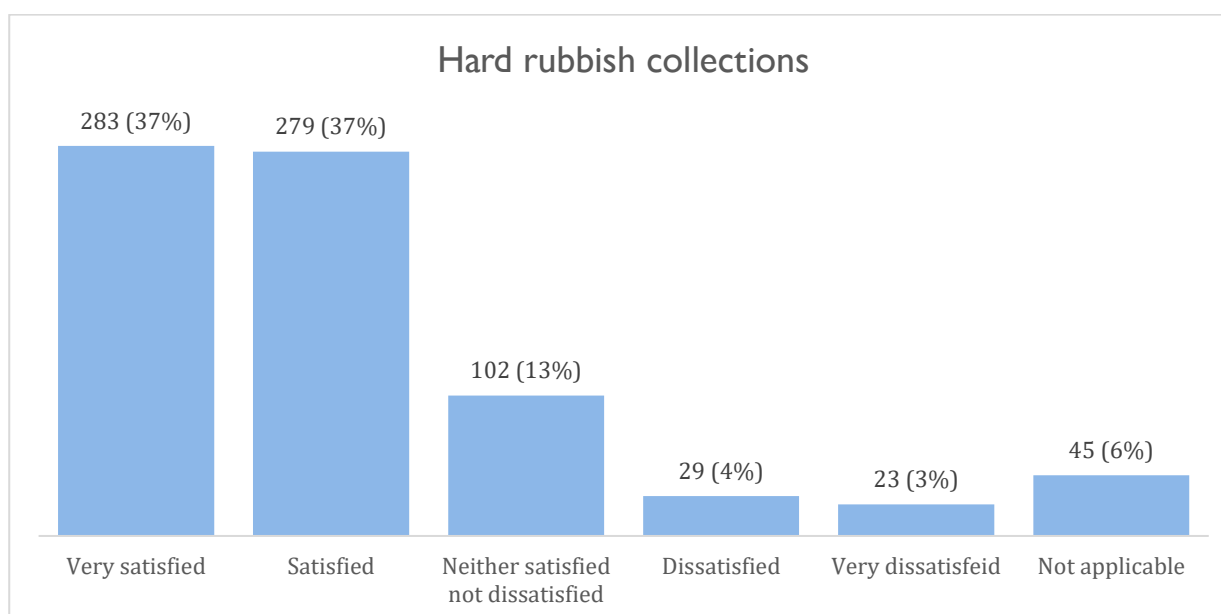
761 survey respondents answered this question. The majority (79 per cent) identified being satisfied with their recycling bin. 312 (41 per cent) stated they were very satisfied and 286 (38 per cent) stated they were satisfied.

Approximately 12 per cent of survey respondents identified not being satisfied with their recycling bin. 68 survey respondents (9 per cent) identified being dissatisfied and 26 (3 per cent) being very dissatisfied.



761 survey respondents answered this question. The majority (79 per cent) identified being satisfied with their green bin. 350 (46 per cent) identified being very satisfied and 248 (38 per cent) identified being satisfied.

Approximately 12 per cent of survey respondents identified not being satisfied with their green bin. 68 survey respondents (9 per cent) identified being dissatisfied and 26 (3 per cent) being very dissatisfied.



761 survey respondents answered this question. The majority (74 per cent) identified being satisfied with their hard rubbish collections. 283 (37 per cent) identified being very satisfied and 279 (37 per cent) being satisfied.

A small number of survey respondents (7 per cent) identified not being satisfied with their hard rubbish collections. 29 survey respondents (4 per cent) identified being dissatisfied and 26 (3 per cent) being very dissatisfied.

The results for question three were similar across all four waste collection services. At least three quarters (or around 75 per cent or more) of survey respondents identified being satisfied or very satisfied across all collection services. The range of survey respondents identifying being dissatisfied ranged from seven per cent for hard rubbish collections with the lowest dissatisfaction result and 18 per cent for the general waste bin with the highest dissatisfaction result.

**Question four: Asked survey respondents an open question – Do you have any further comments about bin collections and hard rubbish services.**

498 survey respondents answered this question. All comments have been analysed, summarised and themed. The table below details all themes that received more than 10 responses. Contributions where participants answered 'No' or 'Not sure' or provided content that was not related to waste services has not been included in the results. All comments are available to view in Appendix one.

Theme	# of responses:	% of responses:
Frequency of bin collection schedule.	More frequent (130) Less frequent (4)	27 per cent
Concerns around hygiene and odour related to bins.	63	12 pr cent
Value Councils waste services.	61	12 per cent
Requests or advice to allow biodegradable bags in the green food and garden waste bin.	57	11 per cent
Need for education to be increased regarding waste services and recycling.	45	9 per cent
Requests to expand Councils waste services – more or bigger bins, more hard rubbish collections, recycling of more varied materials	34	7 per cent
Focus on soft plastics. Reduce in general or explore recycling options.	33	7 per cent
Concerns about waste and recycling contamination.	24	4 per cent
Contractor related issues. Bin presentation, spillage, partially collected or missed collections.	21	4 per cent
Concerns around waste attracting pests, maggots and mice.	21	4 per cent
Value identified in the introduction of the glass recycling service and preferences.	18	4 per cent
Requests for more flexibility in accessing waste services.	15	4 per cent
Identified waste issues related to apartment or multi-unit living.	14	3 per cent
Identified issues related to the disposal of nappies.	13	3 per cent
Lack of understanding of Councils waste services	12	3 per cent

### Illustrative quotes:

*'Sometimes we don't put out the red bin because there is nothing in it.'*  
Caulfield, 80+.

*'Red bins need to be collected weekly. They smell terribly and are attracting rodents.'*  
St Kilda East, 30 – 39.

*'It would be good to be able to recycle soft plastics.'*  
Carnegie, Under 18.

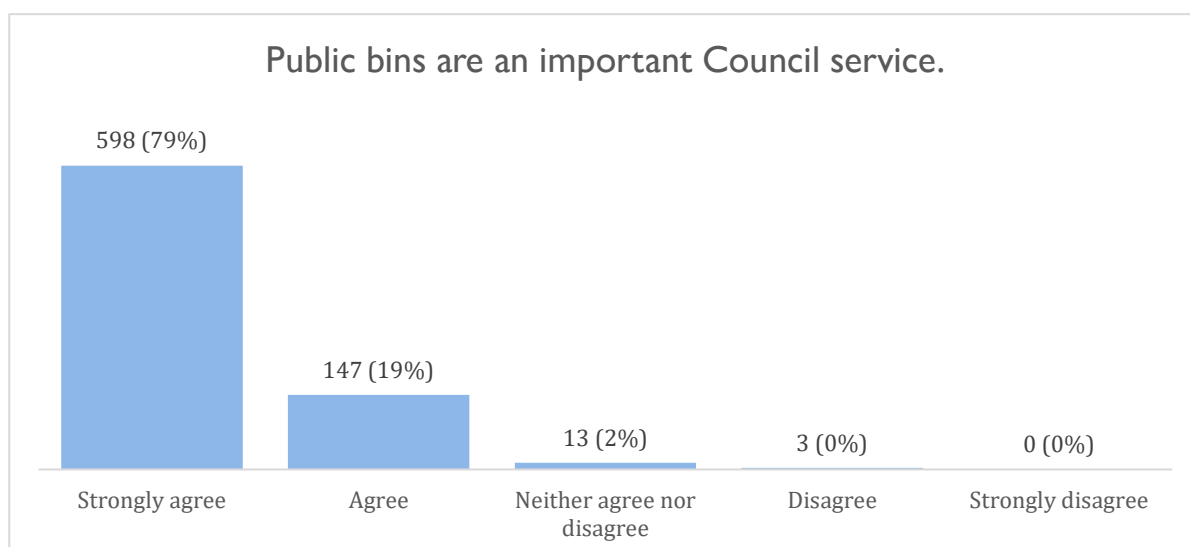
*'Better education to households on what to put in each bin'*  
Gardenvale, 60 – 69.

*'Glen Eira is very good at trying to reduce their footprint. The little green bin is a brilliant innovation- well done. A glass collection is a good idea.'*  
Caulfield North, 70 – 79.

*'通常垃圾箱不够用' – 'not enough bins'*  
Carnegie, 60 – 69.

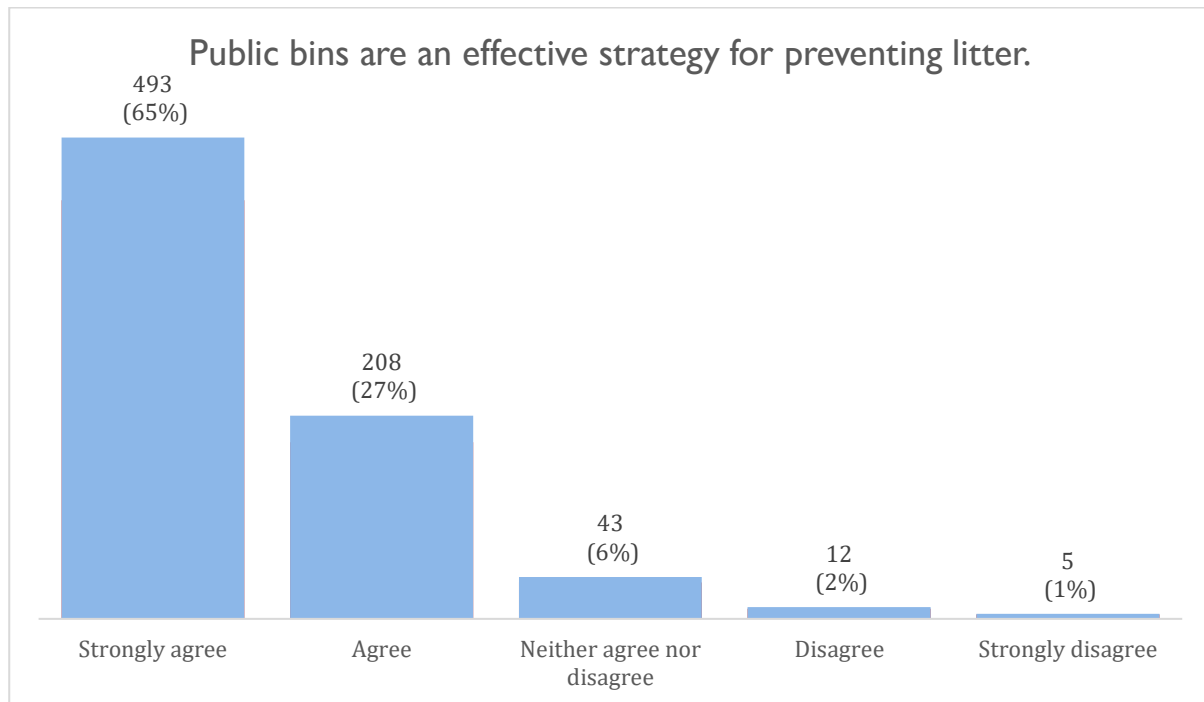
**Question five: Asked survey respondents to rate their level of agreement on the importance and effectiveness of public bins. Five options for responses were provided: Strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, strongly disagree, don't know.**

Please select your level of agreement with the following statements	
Public bins are an important Council service.	Public bins are an effective strategy for preventing litter.



761 survey respondents answered this question. Almost all (98 per cent) of survey respondents agreed with the statement – Public bins are an important Council service. 598 survey respondents (79 per

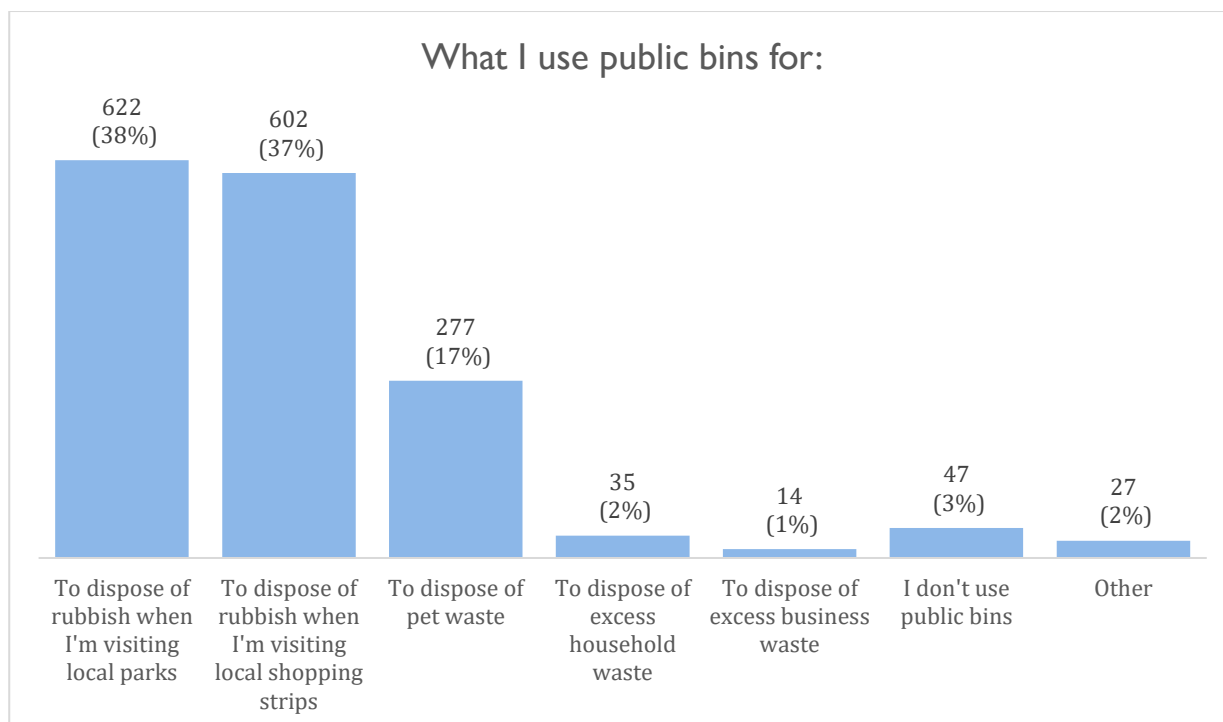
cent) strongly agreed and 147 (19 per cent) agreed with this statement. This data indicates that survey respondents recognise that public bins are an important service that Council provides.



761 survey respondents answered this question. The vast majority (92 per cent) agreed with the statement – Public bins are an effective strategy for preventing litter. 493 survey respondents (65 per cent) strongly agreed and 208 (27 per cent) agreed. This data indicates that survey respondents value the preventative role that public bins play in reducing litter in shopping centres, open spaces and neighbourhoods.

**Question six: Asked survey respondents a multichoice question about whether they used public bins, and if so what for? Seven response options were provided.**

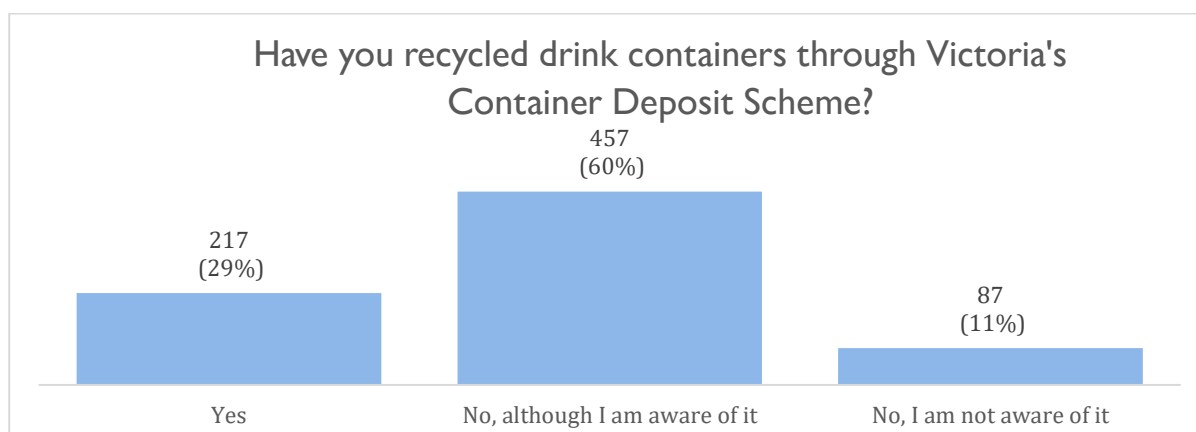
Do you use public litter bins, and if so what for?	
To dispose of rubbish when I'm visiting local parks.	To dispose of rubbish when I'm visiting local shopping strips.
To dispose of pet waste.	To dispose of excess household waste.
To dispose of excess business waste.	I don't use public litter bins.
Other	



761 survey respondents answered this question. The two most frequent reasons, that respondents use public bins, receiving more than 600 responses each, is to dispose of rubbish when visiting local parks and shopping strips. Disposing of pet waste was the third highest response for public bin use. People who answered in the 'Other' response category generally spoke about using public bins for throwing away other people's litter they pick up, throwing their rubbish when commuting or using them for excess waste from home.

**Question seven: Asked survey respondents on whether they had recycled drink containers through Victoria's Container Deposit Scheme? Three response options were provided.**

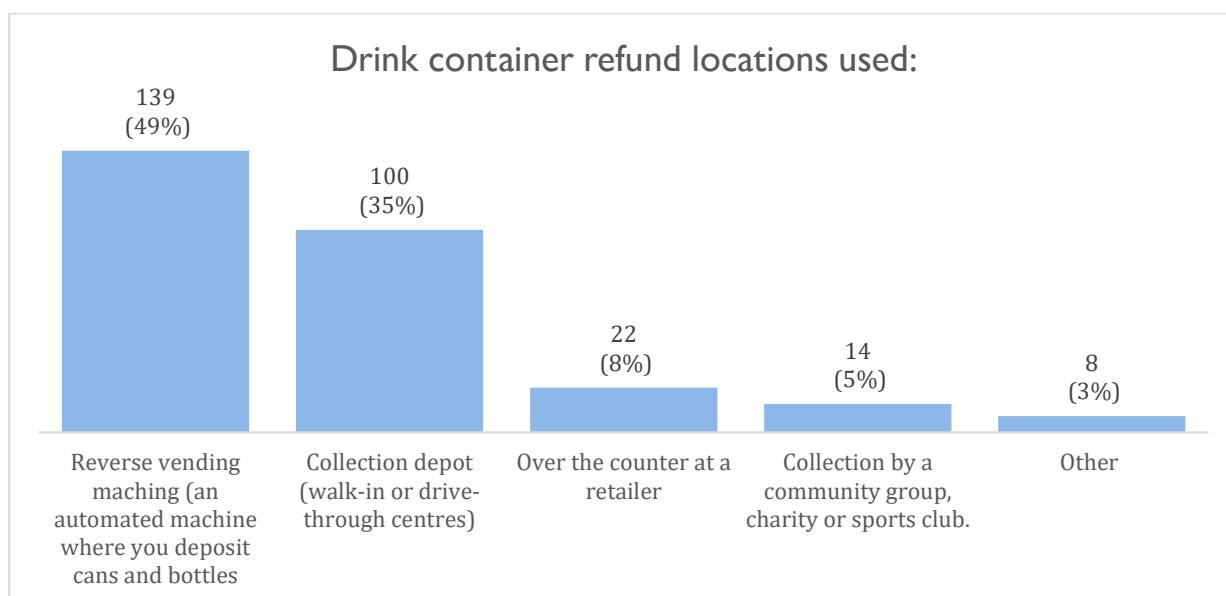
Have you recycled drink containers through Victoria's Container Deposit Scheme?		
Yes	No, although I am aware of it	No, I am not aware of it.



761 survey respondents answered this question. The majority (60 per cent) had not recycled containers through Victoria's Container Deposit Scheme but indicated being aware of it. 29 per cent of survey respondents identified having recycled containers through the scheme, with 11 per cent of survey respondents not being aware of the scheme at all. Through this campaign more awareness of Victoria's Container Deposit Scheme has been achieved.

**Question eight: Asked the survey respondents who answered yes to having recycled through Victoria's Container Deposit Scheme – What type of drink container refund locations had they used? Five response options were provided.**

What type of drink container refund locations have you used?	
Reverse vending machine (an automated machine where you deposit cans and bottles).	Collection depot (walk-in or drive-through centres).
Over the counter at a retailer.	Collection by a community group, charity or sports club.
Other	



217 survey respondents answered this question. The majority who had recycled containers through Victoria's Container Deposit Scheme identified they used reverse vending machines (49 per cent) and collection depots (35 per cent) mainly to obtain their refunds.

**Question nine: Asked survey respondents an open question – Do you have any further comments about bin collections and hard rubbish services.**

361 survey respondents answered this question. All comments have been analysed, summarised and themed. The table below details all themes that received more than 10 responses. Contributions where participants answered 'No' or 'Not sure' or provided content that was not related to waste services has not been included in the results. All comments are available to view in Appendix one.



Theme	# of responses	% of responses
Increase street litter bin services.	52	14 per cent
Increase and provide more recycling drop off points.	46	13 per cent
Increase education relating to waste services and recycling.	32	9 per cent
Negative view of the container deposit scheme.	32	9 per cent
Increase frequency of collection schedule.	27	8 per cent
Value Councils waste services.	26	7 per cent
Increase councils waste services. More hard rubbish collections, more green waste disposal options in public and for businesses, more waste staff.	25	7 per cent
Concerns about contamination and recycling e.g. Waste behaviour practices of people residing in apartment buildings.	12	3 per cent
Low value of Councils waste services.	11	3 per cent

### Illustrative quotes:

*'Bins in shopping strip's are always full with shop owners filling them up with their daily rubbish.'*

Bentleigh East, 50 - 59

*'I think we are very lucky to receive the waste services we receive. Reliable and adequate information received how to use the services.'*

Bentleigh East, 50-59

*'Do better. The last thing residents need is yet another purple bin to empty.'*

Bentleigh, (no age specified)

*'Not yet found a convenient location for recycling bottles, cans & glass.'*

Carnegie, 40 - 49

*'People need to be better educated and all do their bit to recycle/re-use as much as possible. Extension to other recyclable items would be beneficial.'*

Caulfield South, 70 – 79

### Question ten: Asked survey respondents an open question – What are your big ideas to keep resources in circulation for longer?

551 survey respondents answered this question. All comments have been analysed, summarised and themed. The table below details all themes that received more than 10 responses. Contributions where participants answered 'No' or 'Not sure' or provided content that was not related to waste services has not been included in the results. All comments are available to view in Appendix one.

Theme	# of responses	% of responses
Provide a council facilitated point of sale for second hand items e.g. community market or store front.	148	27 per cent
Provide a council facilitated Repair hub.	139	25 per cent
Increase education about waste and recycling through webinars, community group sessions, mailouts and posters.	84	15 per cent
Focus on pre-existing channels for items to be reused or recycled e.g. community groups or donating to charity shops.	65	12 per cent
No action required – current approach considered sufficient.	42	8 per cent
Importance and value of recycling broadly.	41	7 per cent
Focus on recycling options for soft plastics, glass, and green waste.	22	4 per cent
Encourage Council to allow people to take usable items from hard rubbish collections.	21	4 per cent
The manufacturing of products has shifted in quality meaning more waste from disposable or lower quality items.	18	3 per cent
Repair is not feasible. Greater cost to repair items then replace items.	16	3 per cent
Encourage or partner with retailers to provide reusable containers.	14	3 per cent

### Illustrative quotes:

*‘If there was a place to take them for repair. Then also like an op shop where items could be donated.’*

St Kilda East, 40 – 49

*‘Need better access to recycling. It is hard to find where to donate things and then to drive them to various locations.’*

Caulfield, 50 – 59

*‘Things are not made very well or sturdy anymore.’*

St Kilda East, 18 - 29

*‘Education, classes, videos on how to restore, repair common household items.’*

McKinnon, 50 – 59

*‘Education and Awareness: Increasing public awareness about the environmental impact of waste and the benefits of a circular economy can motivate individuals to choose repairing and reusing over discarding items.’*

Carnegie, 30 – 39

*‘When reusable I give them to op shops.’*

Caulfield North, 70 - 79

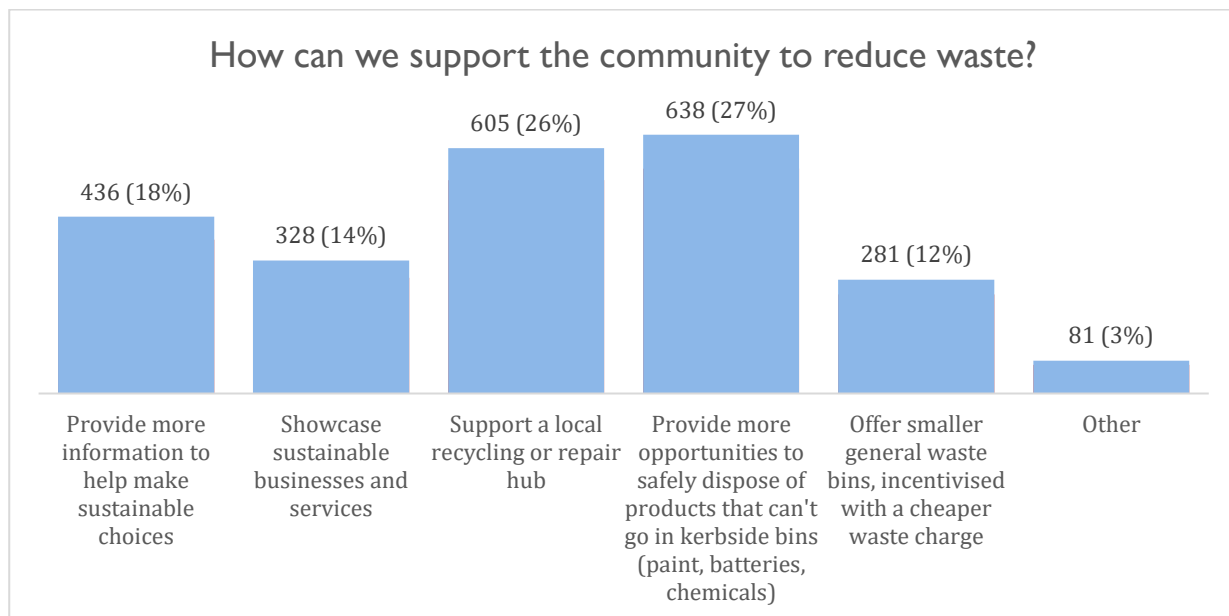
*‘Education is key. Perhaps articles in the local newspaper on how to recycle, up cycle etc. Classes on ways to upcycle.’*

Caulfield North, 60 - 69

*‘Having a swap day, similar to hard rubbish but only things that are still useable but people don’t want.’*  
Glen Huntly, 18 – 29

**Question eleven: Asked survey respondents a multichoice question – How can we support the community to reduce waste? Six response options were provided.**

How can we support the community to reduce waste?	
Provide more information to help make sustainable choices.	Showcase sustainable businesses and services.
Support a local recycling or repair hub.	Provide more opportunities to safely dispose of products that can’t go in kerbside bins (paint, batteries, chemicals).
Offer smaller general waste bins, incentivised with a cheaper waste charge.	Other



The top three responses are:

- Provide more opportunities to safely dispose of products that can’t go in curbside bins (paint, batteries, chemicals) (638 votes)
- Support a local recycling or repair hub (605 votes).
- Provide more information to help make sustainable choices (436 votes).

This was followed by:

- Showcase sustainable businesses and services (328 votes).
- Offer smaller general waste bins, incentivised with a cheaper waste charge (281 votes).

People who responded in the ‘Other’ category provided varied responses including requests to increase frequency of general waste bins, request for biodegradable bags and liners, less packaging and more types of recycling and public bins.

**Question twelve: Asked survey respondents an open question – Do you have any idea for a community project that could help us avoid waste in the first place?**

375 survey respondents answered this question. All comments have been analysed, summarised and themed. The table below details all themes that received more than 10 responses. Contributions where participants answered 'No' or 'Not sure' or provided content that was not related to waste services has not been included in the results. All comments are available to view in Appendix one.

Theme	# of responses	% of responses
Partner with or encourage private retailers to allow and promote the use of reusable containers / recyclable packaging and reduced packaging.	88	24 per cent
Increase education relating to waste and recycling.	61	16 per cent
Provide more opportunities to save items from landfill e.g. community bins or markets, e-waste hubs, a local transfer station.	46	12 per cent
Focus on a soft plastics outcome – drop off points, bins, or recycling option.	30	8 per cent
Promote and utilise sustainable options	25	7 per cent
Broader environmental issue-based feedback – create more open space, plant more trees.	21	6 per cent
Provide a repair hub.	18	5 per cent
Facilitate more tool and toy libraries.	14	4 per cent
Increase waste services, bigger bins, more bins and more collections.	14	4 per cent
Views about waste being a normal part of life and views that poorer manufacturing quality results in more waste.	14	4 per cent
Encourage composting and/ or provide worm farms to residents.	10	3 per cent

**Illustrative quotes:**

*'Community education on what plastics can be recycled.'*

Bentleigh East, 70 – 79

*'Providing a composting return service from collected green bin waste.'*

Caulfield South, 70 – 79

*'Swap meet in council car park one a month.'*

Caulfield North, 60 - 69

*'No, the community receive plenty of information from other sources.'*

Bentleigh East, 60 - 69

*'Support a plastic free scheme with supermarkets.'*

Ormond, 40 – 49

*‘Education, the Council leads by example, recycling bins like those used overseas - 4 bins in a row - glass, paper, compostable and general waste - make these the public bins in parks, shopping centres etc.’*  
Elsternwick, 60 - 69

*‘Show us what happens to waste once collected to build trust.’*  
Gardenvale, 30 - 39

*‘Education about reducing by not buying in the first place to avoid waste. Quality over quantity etc.’*  
Carnegie (no age specified)

### **Question thirteen: Asked survey respondents an open question – How can we help reduce contamination of household bins?**

559 survey respondents answered this question. All comments have been analysed, summarised and themed. The table below details all themes that received more than 10 responses. Contributions where participants answered ‘No’ or ‘Not sure’ or provided content that was not related to waste services has not been included in the results. All comments are available to view in Appendix one.

<b>Theme</b>	<b># of responses</b>	<b>% of responses</b>
Increase education will decrease contamination.	232	42 per cent
Clearer labels, signs and stickers on all bins.	124	22 per cent
Increase monitoring of residential bins, introduce clear bins to assist.	57	10 per cent
Introduce fines for people found to be contaminating waste bins.	52	9 per cent
Increase waste services, bigger bins, more bins, introduce other types of self-sorting bins.	42	8 per cent
Make the waste system simple to reduce contamination.	33	6 per cent
Collection schedule should be more frequent.	29	5 per cent
Contamination is here to stay.	22	4 per cent
Contamination is a result of neighbours dumping excess waste in various bins on collection eve.	20	4 per cent
Allow biodegradable bags in the green organics bin.	15	3 per cent
Focus on a soft plastics solution.	11	2 per cent
Provide more drop off points for hazardous items not able to be disposed of in residential bins.	11	2 per cent

### **Illustrative quotes:**

*‘You will not stop it, because it is confusing as to what goes where. People are lazy especially in high density living they just want to get rid of it.’*  
Elsternwick, 70 – 79

*‘Info stickers on bins.’*  
Murrumbeena, 50 - 59

*'Add a "soft-plastic" (red-cycle) bin into households and council pick up schedules.'*  
Elsternwick, 30 - 39

*'Introduce fines.'*  
Carnegie, 40 - 49

*'Education! Opportunities to dispose of extra waste to prevent putting in wrong bin.'*  
Caulfield, 50 – 59

*'Random audits of bins; written warnings then fines for repeat offenders who place contaminants in the wrong bins.'*  
Bentleigh East, 50 - 59

*'More education to general public of the dangers.'*  
Carnegie, 70 - 79

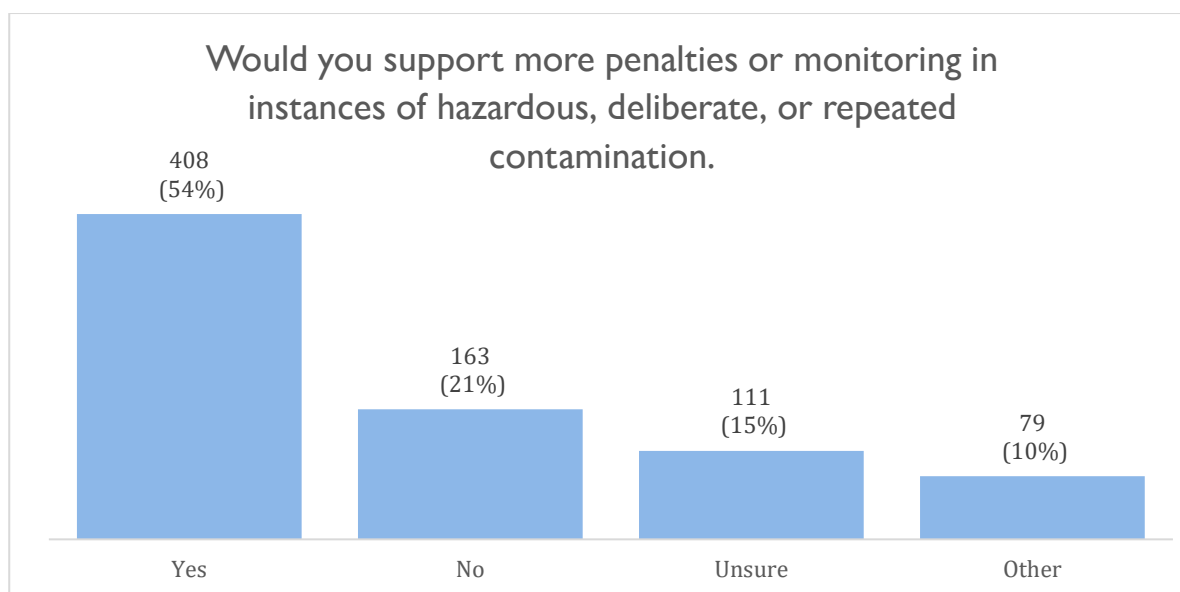
*'Collect bins weekly so we aren't forced to mix rubbish when we don't have room.'*  
Caulfield North, 40 - 49

*'Education is the only way. Perhaps more stickers on recycle bins showing examples.'*  
McKinnon, 60 - 69

*'I try to sort into my bin correctly.'*  
Bentleigh East, – 40 – 49

**Question fourteen: Asked survey respondents a multichoice question – Sometimes yellow and green bins are highly contaminated. Would you support more penalties or monitoring in instances of hazardous, deliberate, or repeated contamination? Four response options were provided.**

Would you support more penalties or monitoring in instances of hazardous, deliberate, or repeated contamination?			
Yes	No	Unsure	Other

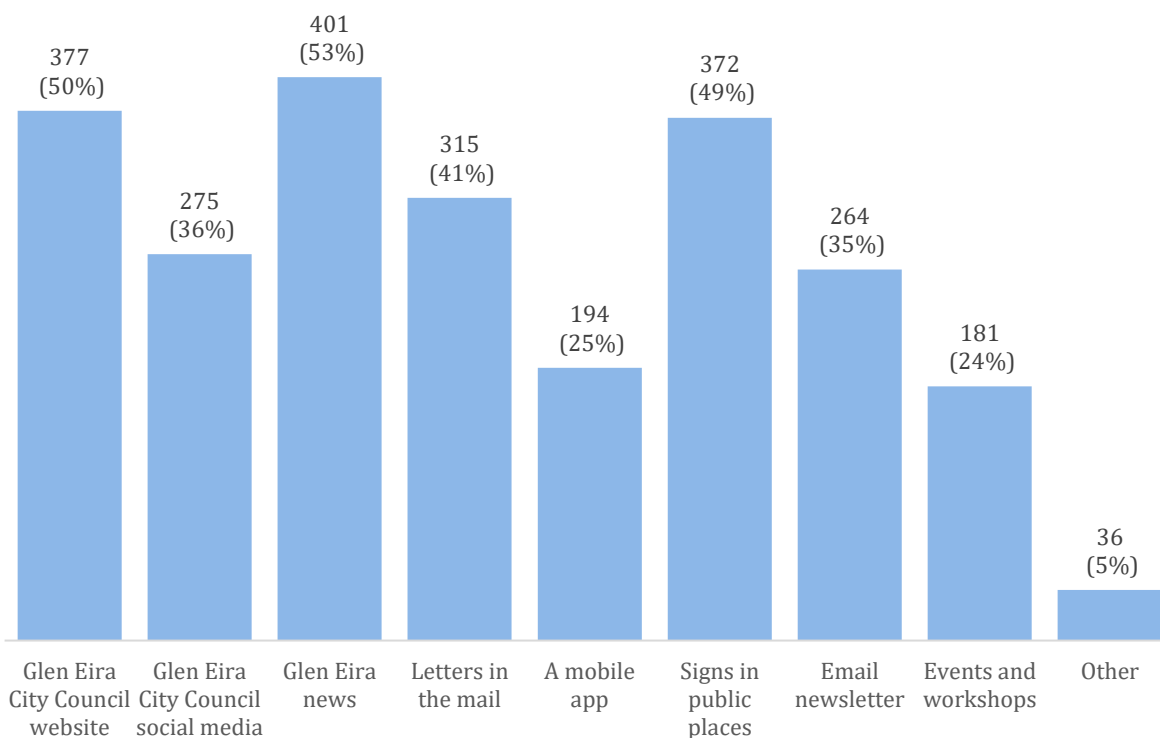


761 survey respondents answered this question. More than half of survey respondents (54 per cent) answered 'Yes' to more penalties and monitoring for hazardous, deliberate or repeated contamination. 21 per cent of survey respondents answered 'No' and 15 per cent were 'Unsure'. 10 percent chose the 'Other' response category. Many of the comments in the 'Other' category described that neighbours and others put waste or contaminants in their bin when their bin is out for collection. A smaller number of comments talked about the need for education, additional monitoring, penalties for repeat offenders, or incentives for those that are doing the right thing.

**Question fifteen: Asked survey respondents a multichoice question – How would you like to discover new information about recycling and waste services? Nine response options were provided.**

How would you like to discover new information about recycling and waste services?	
Glen Eira City Council website	Letters in the mail
Glen Eira City Council social media	A mobile app
Glen Eira News	Signs in public places
Email newsletter	Events and workshops
Other	

### How would you like to discover new information about recycling and waste services?



761 survey respondents answered this question. The top three responses chosen by survey respondents on ways they would like to discover new information about recycling and waste services is:

1. *Glen Eira News* – 53 per cent
2. Glen Eira City Council website – 50 per cent
3. Signs in public places – 49 per cent

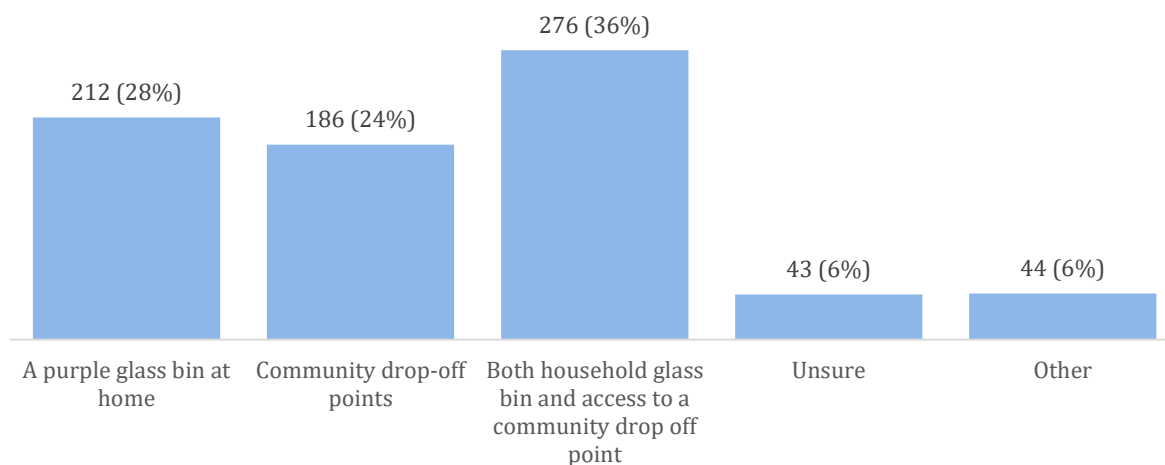
People who answered 'Other' suggested having information in their rates notice and more labelling on bins.

**Question sixteen: Asked survey respondents a multichoice question – Which type of glass recycling service would you prefer, and why? Five response options were provided.**

Which type of glass recycling service would you prefer, and why				
A purple glass bin at home	Community drop-off points	Both household glass bin and access to a community drop off point	Unsure	Other



### Which type of glass recycling service would you prefer, and why?



761 survey respondents answered this question. The most preferred option by survey respondents at 36 per cent was a combination of both glass bin and community drop off points, this was followed by a glass bin at home chosen by 28 per cent of survey respondents and the third option was community drop off points with 24 per cent of survey respondents. Survey respondents who chose 'Other' made comments of not wanting a new bin, wanting glass to keep being recycled in the yellow bin or expressed wanting community drop off points but with some reservations about whether there would be sufficient local drop off points or would be easy to use.

### Question sixteen(a): Asked survey respondents why they had selected the answer to question 16 'Which type of glass recycling service would you prefer, and why?'

610 survey respondents answered this question. All comments have been analysed, summarised and themed. The table below details all themes that received more than 10 responses. Contributions where participants answered 'No or Not sure' or provided content that was not related to waste services has not been included in the results. All comments are available to view in Appendix one.

Theme	# of responses	% of responses
Having a glass bin at home is convenient.	177	29 per cent
No space on property for an additional bin.	119	20 per cent
Access concerns about community drop off points, can't commute or time poor.	85	14 per cent
Prefer the flexibility of both options.	62	10 per cent
Doesn't require an additional bin as household doesn't use much glass.	56	9 per cent
Concerned about additional costs associated with the introduction of new service.	53	9 per cent
Concerns about contamination and contamination stemming from apartment or multi-unit dwellings.	48	8 per cent
Positive reception of the glass recycling service being introduced.	31	5 per cent

Dissatisfied with the introduction of another bin as it adds further complexity to the system.	24	4 per cent
Happy with the community drop off points providing they are accessible across all areas of the municipality.	20	3 per cent
The financial incentive of the CDS work well.	20	3 per cent
Community drop off points are convenient.	18	3 per cent
Prefers the option to opt in for a bin at home rather than a default setting of providing both a glass bin at home and community drop off points .	11	2 per cent

### Illustrative quotes:

*'More convenient and easy to use.'*

Bentleigh, 40 – 49

*'I'd like my own glass recycling bin but community ones might be useful also as I've heard people complain they don't have room for multiple bins.'*

Bentleigh, 60 – 69

*'We would rather recycle at home than have to transport glass elsewhere.'*

Glen Huntly, 30 – 39

*'Cheaper cost to council, doesn't need another bin, can take to state government recycling point.'*

Bentleigh East, 50 – 59

*'Ease of use - no need to travel.'*

Bentleigh East, 40 – 49

*'Enough bins my house looks like garbage dump!'*

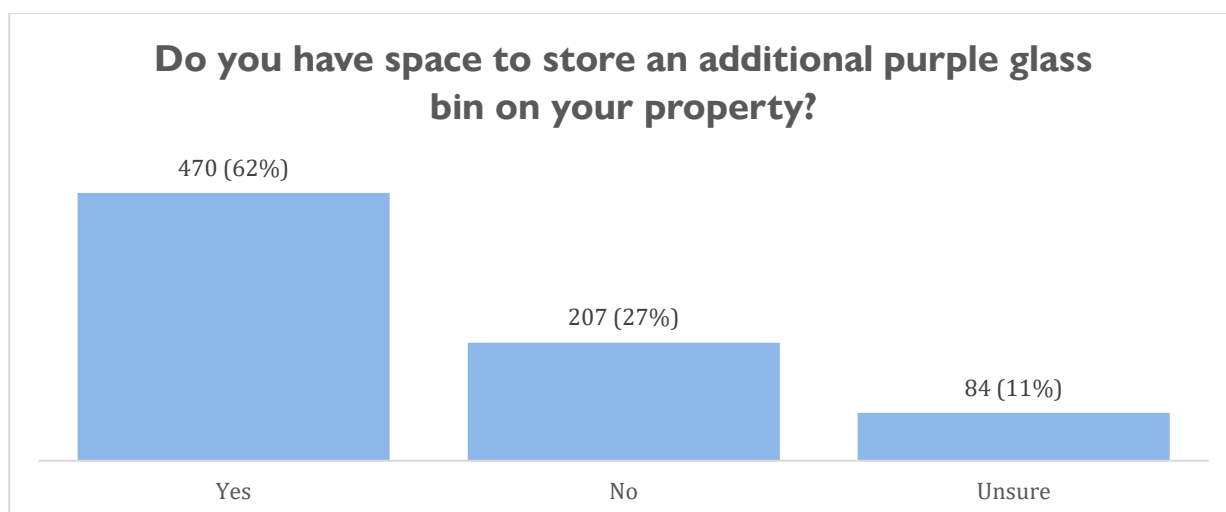
St Kilda East, 50 - 59

*'As a busy mum I don't have time to go out and drop off.'*

St Kilda East, 18 – 29

**Question seventeen: Asked survey respondents a multi choice question – Do you have space to store an additional purple glass bin on your property? Three response options were provided.**

Do you have space to store an additional purple glass bin on your property?		
Yes	No	Unsure



761 survey respondents answered this question. The majority of survey respondents (62 per cent) answered 'yes' to having the space to store a purple glass bin, and 27 per cent answering 'no' that they did not.

## Idea feedback questions

The Have Your Say platform also provided respondents the option to contribute to two questions to share their ideas on 1) reusing resources; and 2) of community programs/projects. The questions specifically asked:

### 1. Your ideas for future waste

As a community, we're looking to reduce our environmental impact by fostering a more circular economy. In a perfectly circular economy, the materials we use would all be recovered, reprocessed, and reused in a continuous loop, rather than becoming waste in landfill. What are your 'big ideas' to keep resources in circulation for longer?

### 2. Your ideas on community projects

With Council support, do you have an idea for a community program or project that could help us avoid waste in the first place?

There were 35 contributions for ideas about reusing resources. Feedback included 19 idea contributions and 16 comments. The full list of contributions is provided in Appendix 1.

The most popular ideas shared:

- **'No more soft plastics to landfill'**. This idea received 11 likes and three comments.
- **'Annual or bi-annual "Usable" Hard Rubbish Days'**. This idea was recorded in two separate contributions that received a total of eleven likes and two comments.
- **Expanding general e-waste collection for more items**. This idea was recorded in two separate contributions that received a combined total of nine likes.
- **Subsidies for business that repair items or sell repairable items**. This idea received seven likes.

- **Glass recycling bins – shared bins in neighbourhoods or drop off points.** This idea was recorded in two separate contributions that received a combined total of six likes and two comments.
- **Toy and clothes swap events.** This idea received four likes and one comment.
- **Recycling for old clothing, fabric and bedsheets.** This idea was recorded in two separate contributions that received a combined total three likes.

Other ideas also shared included alternative choices for bin sizes, repair and share cafes, more recycling drop and swap services and RecycleSmart pickups.

There were four contributions for ideas on a community program/project outlined below:

#### **Ideas on community programs/projects**

Soft Plastic Bin / Regular Council Pick-Up.

Building materials recycling program - A location or service where "good quality" leftover building materials can go to a new home/project.

Tool library such as this one in Brunswick: <https://www.brunswicktoollibrary.org/>

Could include appliances, hardware.

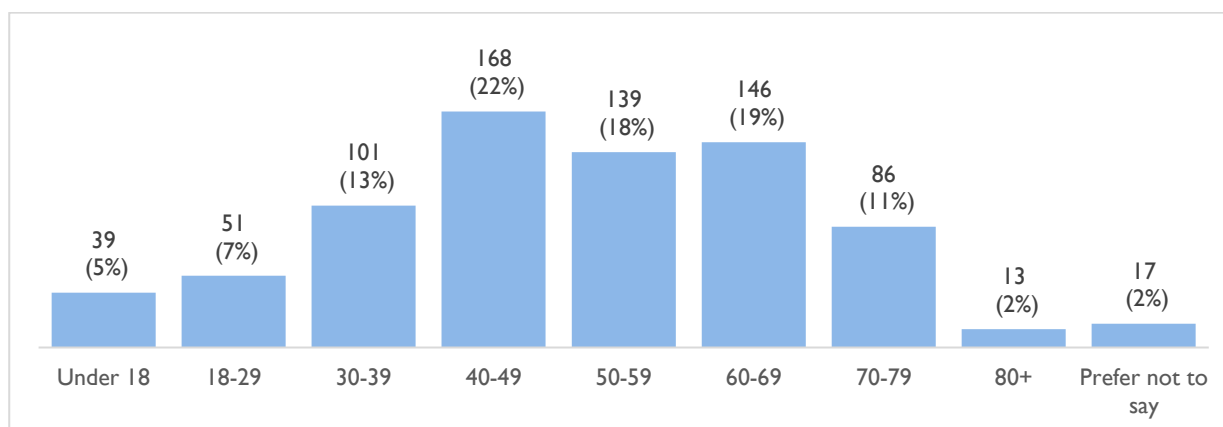
Community Repair cafe - a monthly event where skilled volunteers help to repair and mend household items to keep them in use for longer.

# Demographic profile of community survey respondents

All survey respondents provided information about themselves, which we have used to compare against the actual representativeness of Glen Eira as per the Australian Bureau of Statistics (ABS) 2021 Census data of Glen Eira (where possible).

## AGE GROUPS

Age groups	Number of respondents	Total residents (all ages) According to ABS, 2021
Under 18	39 (5 per cent)	31,287 (21 per cent)
18-29	51 (7 per cent)	23,821 (16 per cent)
30-39	101 (13 per cent)	22,619 (15.2 per cent)
40-49	168 (22 per cent)	20,886 (14 per cent)
50-59	139 (18 per cent)	18,483 (12.4 per cent)
60-69	146 (19 per cent)	14,398 (9.7 per cent)
70-79	86 (11 per cent)	10,333 (7 per cent)
80+	13 (2 per cent)	3,122 (4.8 per cent)
Prefer not to say	17 (2 per cent)	N/A

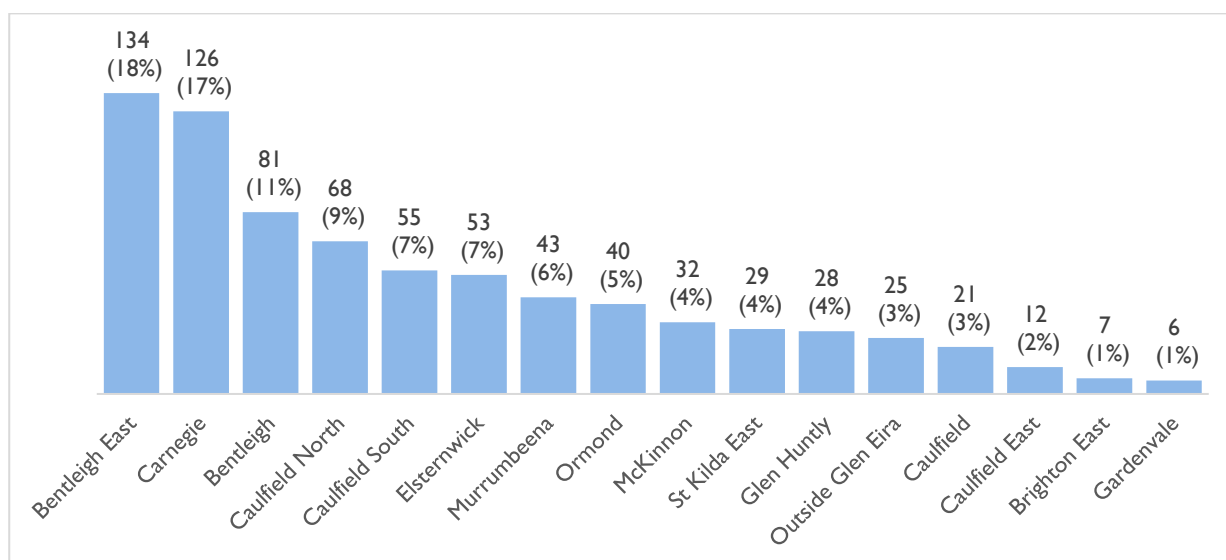


A snapshot of survey respondent ages indicates that our participants were on average older than the community as per ABS data. The highest disparities in respondent ages were in our younger cohorts. Aside from the under 18 age group — the highest disparity in respondents was in the 18 to 29 age group which was notably under-represented with only seven per cent of all responses, compared to 16 per cent of actual residents in this category. Respondents in the 40 to 49 and 60 to 69 cohorts were the most overrepresented when compared with ABS, while respondents aged 80+ category were underrepresented.

## WHERE THEY LIVED

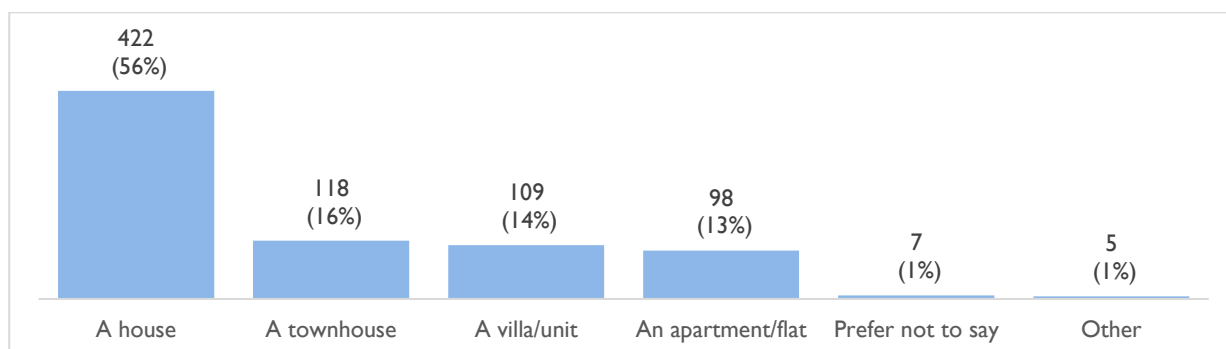
Suburb	Number of respondents	Total residents According to ABS, 2021
<b>Bentleigh East</b>	134 (18 per cent)	30,417 (20.1 per cent)
<b>Carnegie</b>	126 (17 per cent)	18,167 (12 per cent)
<b>Bentleigh</b>	81 (11 per cent)	18,616 (12.3 per cent)
<b>Caulfield East &amp; North</b>	80 (12 per cent)	18,514 (12.2 per cent)

<b>Elsternwick and Gardenvale</b>	59 (8 per cent)	12,032 (8 per cent)
<b>Caulfield South</b>	55 (7 per cent)	12,430 (6.7 per cent)
<b>Murrumbeena</b>	43 (6 per cent)	10,107 (6.7 per cent)
<b>Ormond</b>	40 (5 per cent)	8,436 (5.6 per cent)
<b>Glen Huntly</b>	28 (4 per cent)	4,972 (3.3 per cent)
<b>McKinnon</b>	32 (4 per cent)	6,966 (4.6 per cent)
<b>Caulfield</b>	21 (3 per cent)	5,802 (3.8 per cent)
<b>St Kilda East</b>	29 (4 per cent)	4,225 (2.8 per cent)
<b>Brighton East</b>	7 (1 per cent)	N/A
<b>Outside Glen Eira</b>	25 (3 per cent)	N/A



A snapshot of where respondents lived indicated that we heard from a broad range of people from across Glen Eira with all parts represented. When compared with ABS data, the cohorts where Glen Eira's largest population resides (Bentleigh East and Carnegie) were also areas with the largest number of responses.

## HOME TYPES

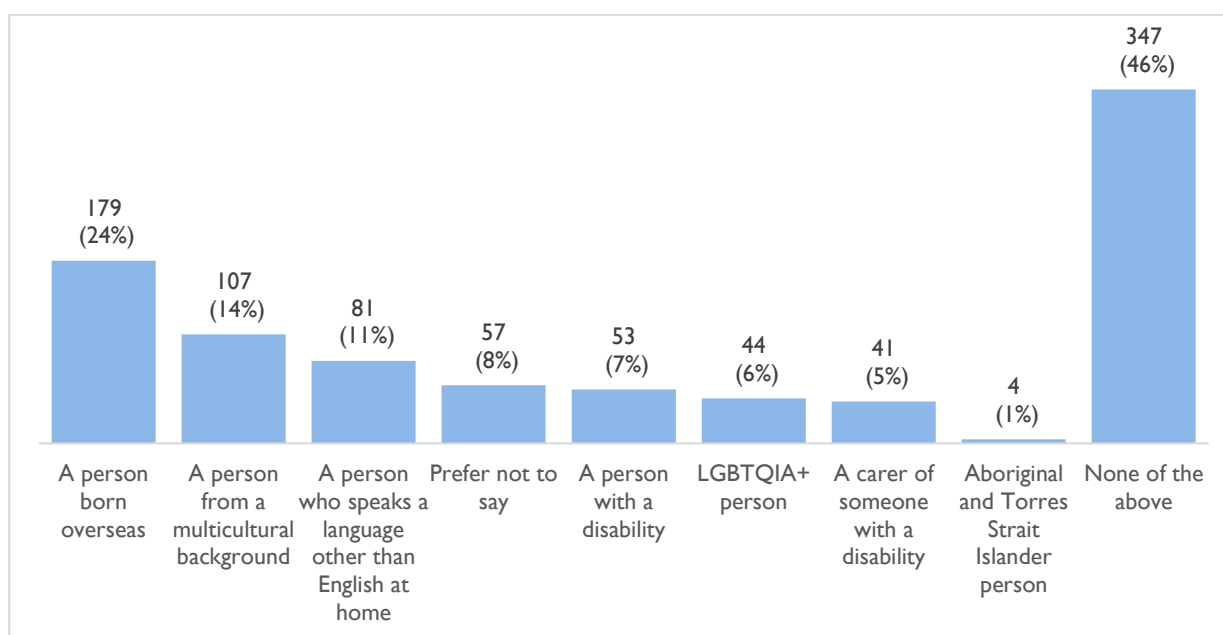


A snapshot of the home types of respondents lived in indicated that we heard from respondents in various living arrangements. The most common home type was a house with more than half of

respondents (56 per cent) selecting this option. There is no ABS census data to make a comparison on representativeness of home type.

## DIVERSITY

Diversity measures	Number of respondents	Total residents According to ABS, 2021
A person born overseas	179 (24 per cent)	55,038 (37 per cent)
A person from a multicultural background	107 (14 per cent)	N/A
A person who speaks a language other than English at home	81 (11 per cent)	20,696 (35.7 per cent)
Prefer not to say	57 (8 per cent)	N/A
A person with a disability	53 (7 per cent)	7,161 (4.8 per cent)
LGBTQIA+	44 (6 per cent)	N/A
A carer of someone with a disability	41 (5 per cent)	20,886 (14 per cent)
An Aboriginal and/or Torres Strait Islander	4 (1 per cent)	18,483 (12.4 per cent)
None of the above	347 (46 per cent)	N/A



A snapshot of survey responses indicated that we heard from a diverse group of community members. When compared against ABS data, we heard from a smaller proportion of community members born overseas than the actual cohort, despite nearly a quarter of participants indicating this (24 per cent). We heard from a greater proportion of community members who:

- had a disability (7 per cent);
- were a carer of someone with a disability (5 per cent); and
- were an Aboriginal and/or Torres Strait Islander (1 per cent).