

Community consultation report

Draft Towards a Circular Economy, Our Future Waste Strategy 2022-2025

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Executive Summary

During April- May 2022, the City of Stonnington engaged with its community on the draft Towards a circular economy, our future waste Strategy 2022-2025. This engagement is built upon feedback collected for the Stonnington Climate Emergency Action Plan, Council Plan and Council Vision.

A total of 683 people participated through various engagement activities, including online survey, online information sessions and workshops, pop-ups and one-on-one conversations.

Overall, there was high degree of satisfaction in existing waste services and high level of support for the draft Towards a circular economy, our future waste services strategy, priorities, and actions.

Feedback was summarised and categorised into themes, Table 1.

Table 1 Themes and summarised feedback

Theme	Summarised feedback
Waste services	<ul style="list-style-type: none">• Weekly recycling collection• More hard waste collection• Weekly food and green waste collection• Community drop-off options for food and green waste and glass• Smaller garbage bins• More recycling options for paint, mattresses, textiles and chemicals• Greater support for apartments and public housing• Recycle more items from blanket hard waste collection
Education	<ul style="list-style-type: none">• Make it easy for householders to know what to put into each bin• More flyers, stickers, images to educate people• More advertisement
Commercial waste	<ul style="list-style-type: none">• Too many bins along shopping strips• Support recovery of construction waste• Reduce the waste service charge
Circular Economy	<ul style="list-style-type: none">• Operate a tip shop at the waste transfer station• Support or implement reuse/repair initiatives• Expand toy libraries and alike• Remove barriers and make it easier for households to reduce waste (e.g., supermarket packaging)• Ensure that products can be composted, combat green washing• Emphasise the need for food waste composting and impact on climate change
Littering/Illegal dumping	<ul style="list-style-type: none">• Use compostable dog poo bags• More public recycling bins• Unable to clean up along arterial roads• Illegal dumping in carparks and parks

1. Introduction

The draft Towards a circular economy, our future waste strategy (Strategy) is the City of Stonnington (Council) first comprehensive waste action plan. The draft Strategy outlines the Council's pathway towards a circular economy where resources are used for as long as possible, waste and pollution are avoided, and our natural systems are protected and regenerated. The ordered priorities to deliver this change are:

- Avoid and reduce waste
- Reuse for as long as possible
- Recover and make waste history

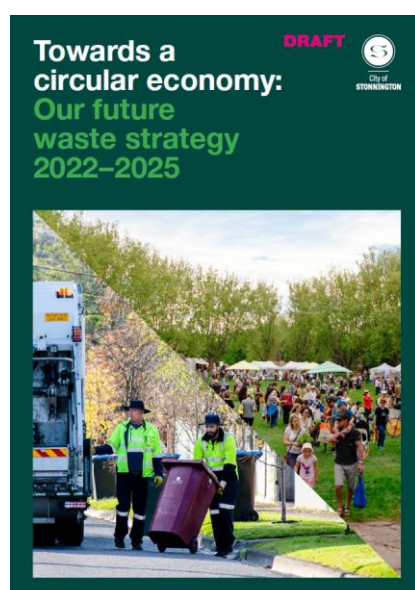
i.e. community (i.e.) was engaged by Council to support the delivery of the community consultation of the draft Strategy. The purpose of the consultation was to:

- To measure community support for the draft strategy and actions proposed in the document.
- To inform the community about impacts of upcoming changes in the waste sector.
- To provide the community, key stakeholders and Stonnington staff the opportunity to contribute to the strategy

The consultation builds upon previous engagement collected for the Stonnington Climate Emergency Action Plan, Council Plan and Council Vision. The consultation ran between April to May 2022.

This report summarises the consultation undertaken by both Council and i.e., and details how feedback has been incorporated into the draft Strategy.

Image 1: Draft Towards a circular economy, our future waste strategy



2. Method

The draft Strategy was open for community comments from 14 April to 29 May 2022

The delivery of the engagement program was jointly shared between i.e. and Council staff.

Communications tools used during the engagement period were:

- Social media posts (both paid and unpaid)
- Signage on public bins in locations with high foot traffic
- Posters in all Council service centres, maternal child health centres and leisure centres
- Sponsorship on 3ZZZ community radio in Mandarin, Russian, Greek and Hindi,
- Articles in Council owned electronic newsletters
- Emails to sporting clubs
- Emails to CALD language groups
- On-hold message
- Translated surveys in Mandarin, Russian and Greek

Image 2: Connect Stonnington webpage

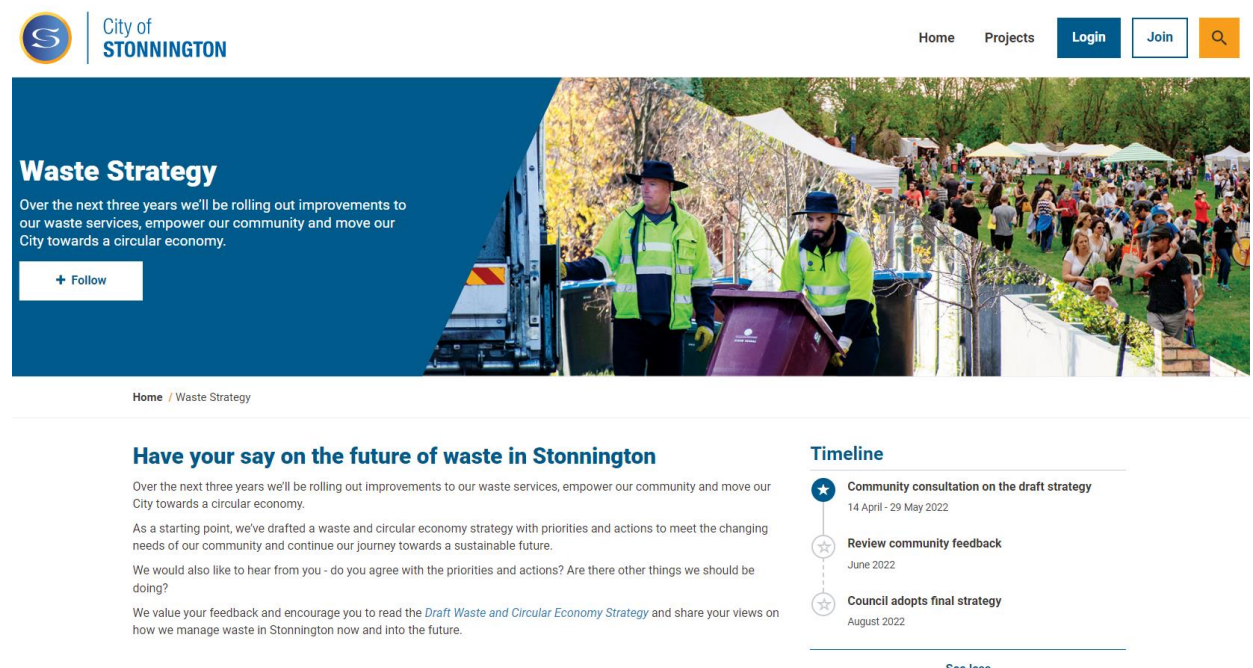
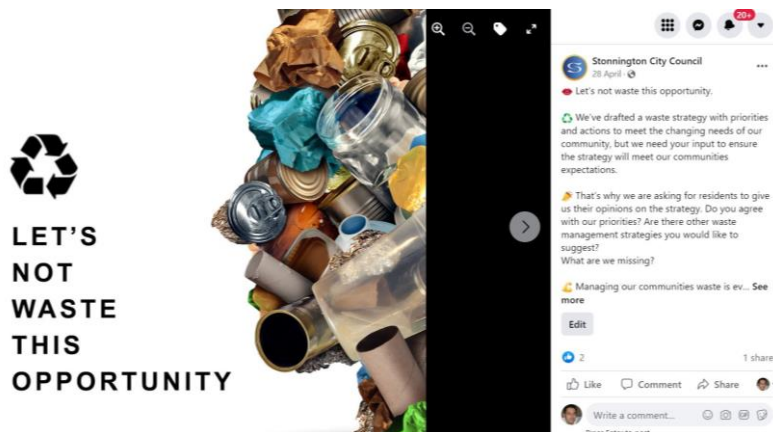


Image 3: Social media post



Engagement method used during the engagement period is detailed in Table 2.

Table 2 Summary of engagement activities

Engagement		Date	Lead
Online survey (214 responses)		14/4/2022-29/5/2022	Council
Pop-ups (209 participants)	Prahran Square	20/4/2022	Council
	Prahran Market	22/4/2022	i.e.
	Malvern Station	30/4/2022	i.e.
	Harold Holt Aquatic Centre	7/5/2022	i.e.
	Stonnington Waste Transfer Station	17/5/2022	i.e.
	Victoria Gardens Prahran	24/5/2022	i.e.
Workshops/Information sessions (164 attendees)	Climate Emergency Advisory Committee	31/03/2022	Council
	Community Leaders Network	11/04/2022	Council
	Environmental stakeholders (online)	3/5/2022	i.e.
	Prahran Chinese Club	11/5/2022	Council
	General information session (online)	12/5/2022	Council
	Economic Development staff	17/5/2022	Council

Engagement		Date	Lead
	Asklipios Greek Womens Group	18/5/2022	Council
	Malvern Greek Club	25/5/2022	Council
School/Youth workshops (88 attendees)	Expressions Youth Committee	2/5/2022	i.e.
	Loreto Mandeville Hall Toorak	16/5/2022	Council
	Kamaruka Education Centre	26/5/2022	Council
	Malvern Valley Primary School	27/5/2022	Council
One-on-One conversations (5)			i.e. and Council
Written submissions (3)			

3 Participants

A total of 683 members of the Stonnington community were engaged across all engagement activities; the genders, age, residency, and relationship to Stonnington demonstrated in Figures 1, 2, 3 and 4. The large portion of older females was due to engagements held at language clubs' information sessions.

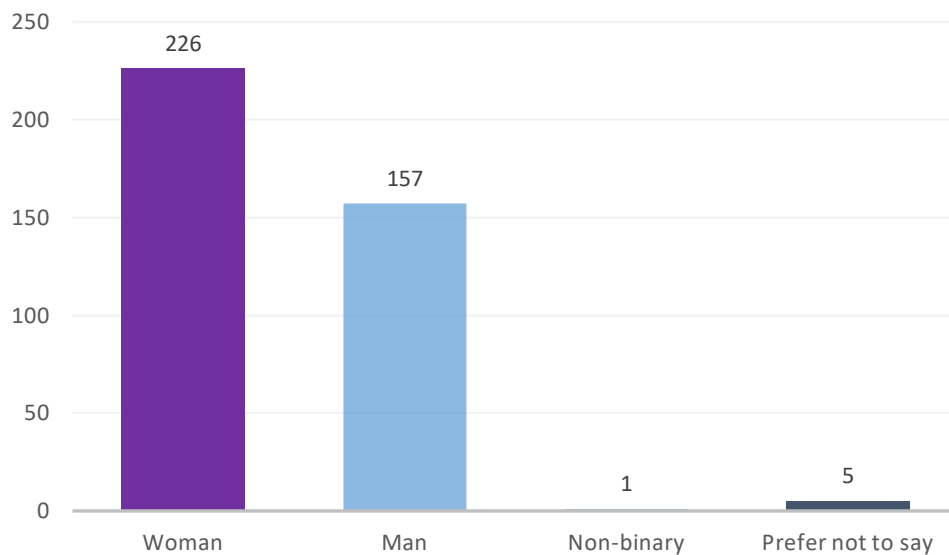


Figure 1: Gender of respondents

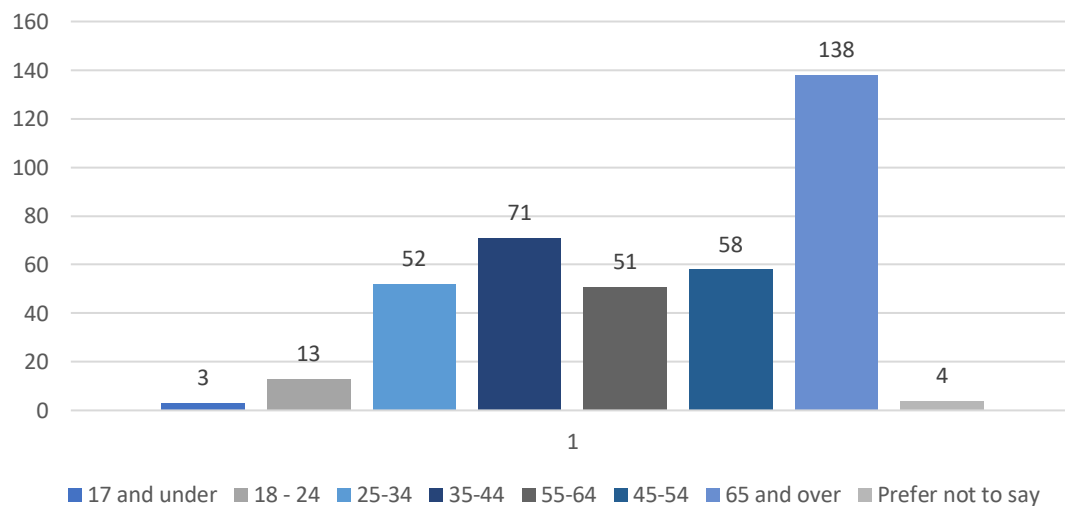


Figure 2: Age of respondents

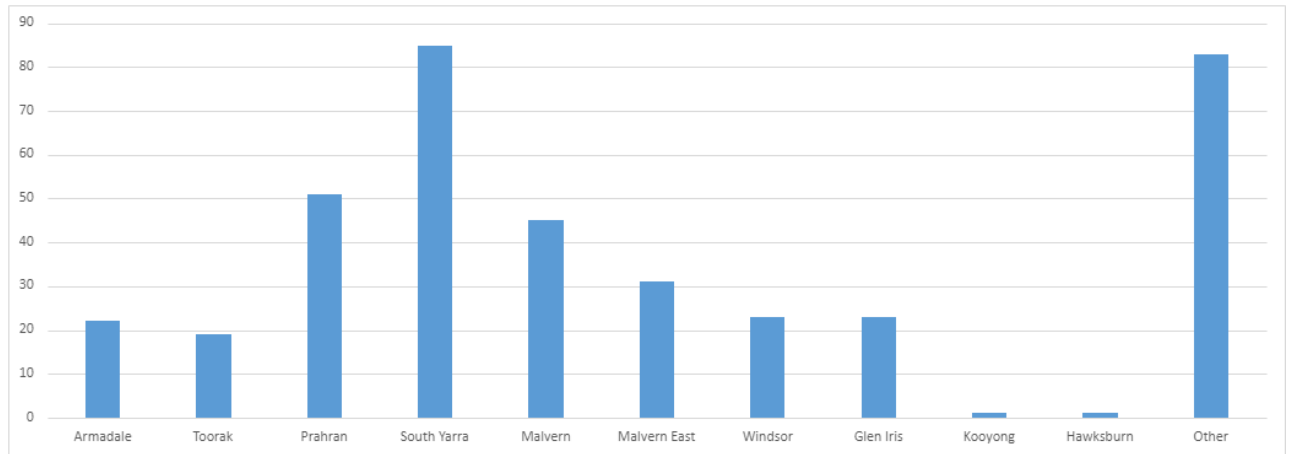


Figure 3: Residence of respondents

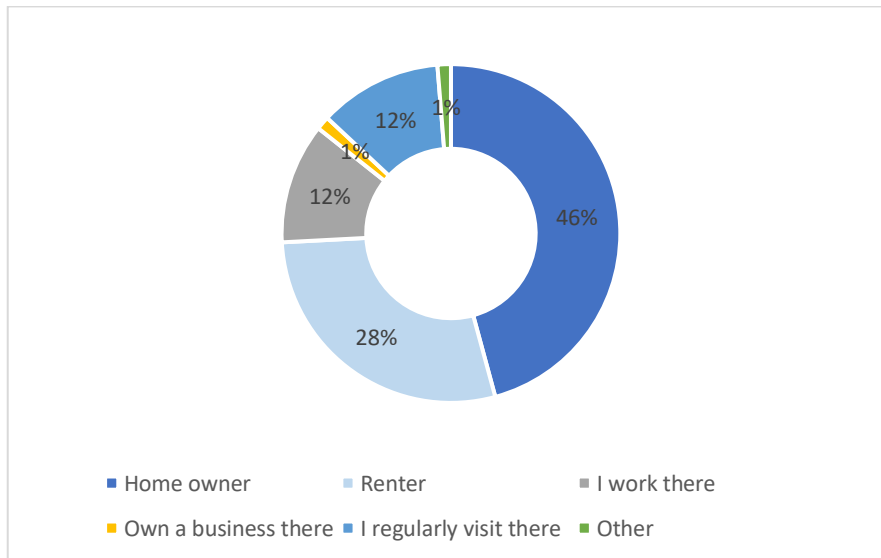


Figure 4: Relationship to Stonnington of respondents

4. Overall feedback

The online survey, pop-ups and workshop feedback responses were consistent across all engagement types. In summary, the community supported the priorities, targets and actions listed in the draft Strategy. A separate report prepared by i.e. summarises feedback for engagements lead by i.e.

Positive comments:

- Overwhelming satisfaction with Council's waste services
- Supportive of the priorities and actions (scoring of at least 4 out of 5 across all priorities and actions)
- 90% supported sending as little as possible waste to landfill and investigations into alternative treatment for residual waste
- Over 90% supported target of 20% reduction of household waste
- Over 90% supported diverting 80% of all waste from landfill

Negative comments:

- Lack of support for apartment buildings (waste signage, FOGO services, landlord/OC challenges, space for additional bins, options for hard to recycle items such as soft plastics)
- Contamination of bins by others – pedestrians and neighbours
- Waste reduction is not a function of Council
- It is not possible to avoid waste

The key themes from the consultation:

- Changes to how Council delivers household waste collection to enable more recycling and composting that meets the needs of households (e.g., smaller garbage bins, weekly food and garden collection and weekly recycling)
- Support residents through increased education
- Business and commercial waste services are not fit for purpose: too many private waste providers and increased access to Council's waste services
- Support the community to reduce waste through toy libraries, tip shop, repair and reuse initiatives.
- Reduce littering by installing more public garbage and recycling bins
- Address illegal dumping in carparks and parks

4.1 Actions already taken

Our community is already well underway and reducing waste in their own homes. Some actions are:

- Use reusable items (bags, jars, containers)
- Recycle, separate waste
- Compost

- Take soft plastics to the supermarket
- Choose plastic free items

4.2 Supporting households and the community

Our community is interested in waste. We heard that they want to improve practices but need Council support.

Information and education:

- Stickers/posters/labels
- What can be recycled and what condition (rinse/wash, tape on boxes)
- Show where items are recycled and how it is used
- Work with business to address packaging and soft plastics
- Run workshops/classes in repairing items
- Provide feedback to households and how they can improve
- Use quizzes/games to educate people
- Right colour bins
- Engage people's emotions, 'make people care'

Connecting to community initiatives:

- How to connect with initiatives (e.g., which group and what platforms)
- Where are they located and what services offered
- Sharing of ideas

Support for community initiatives:

- Toy library
- Repair cafes
- Promotional opportunities
- Funding and space for sharing activities

Other:

- Incentives such as reduction of rates
- Trial options to reduce waste such as no/reduced garbage bins

4.3 Litter

The community reported single-use plastics (81.6%) as the most prevalent type of litter, followed by disposal masks (72.8%). Large household items (57.8%) and take-away coffee cups (56.8%) was also identified as key items of concern.

4.4 Food and green waste

Recovering food and green waste was of high interest throughout all engagement types. Some respondents identified cost and access to Council's food and green waste bins as key barriers.

When asked how Council can support households recover their food waste, responses were:

- Provide clear instructions on the types of food scraps that can go into the food and green waste bin (81.2%)
- Offer a weekly collection of the food and green waste bin (71.9%)
- Require all households and businesses with a Council waste service to have a food and green waste bin (64.04%)
- Provide a kitchen caddy to collect food scraps (61.1%)
- Provide compostable liners to place food scraps in (61.1%)
- Provide information on ways to use the service (49.3%)
- Provide information on where to purchase suitable compostable bags (39.9%)
- Discounted compost bins and worm farms (35%)

4.5 Glass service

Respondents supported Council's proposed plan to introduce glass in 2025 to enable the expansion of the food and green waste bin.

Support for glass in 2025	Percentage
Completely	23.79%
Mostly	21.84%
Somewhat	26.21%
A little	16.99%
Not at all	11.17%

When asked the preferred timeframe glass should be introduced, most respondent wanted a glass service immediately or as soon as possible.

Timeframe	Count
Yesterday	1
Now/Immediately/ASAP	66
2023	12
2024	3
2023/2024	2
2025	4
2026	1
Never	5
Don't care	1

4.6 Hard to recycle items

Some items are not recyclable through the kerbside recycling bin. Of these items, respondents wanted Council to provide solutions for:

- Household chemicals (73.7%)
- Printer cartridges (56.5%)
- Paint (54.4%)

- Beauty products (46.7%)
- Stationary/office supplies (34.8%)
- Other: mattresses, polystyrene, E-waste, pharmaceutical packaging, furniture and clothing/textiles.

4.7 Communication with the community

The preferred method of communication is online channels (66.8%), followed by printed materials (52.9%), in-person activities (51.4%) and school/business programs (50%)

4.8 Advocacy







The top four priority advocacy areas to State and Federal governments for improved waste management and acceleration of the circular economy in order of preference is:

1. Holding industries responsible for minimising the environmental and health impacts of polystyrene, textiles, single-use plastics, disposable nappies and other priority items.
2. National container deposit scheme ('Cash for Cans')
3. Import bans of products or materials that cannot be reused, repaired or recycled
4. Expanding the range of banned single-use plastic items








5. Draft Strategy changes








The feedback received aligned with the insights gained through previous consultations.









The community's feedback has been summarised. Where multiple responses for similar ideas have been recorded, these have been consolidated. No new actions were identified. Instead, draft actions have been revised and refined to reflect the feedback.







Summarised Community Feedback	Council Response	Action Existing  Updated 
Litter and dumped rubbish		
Glass and rubbish are present in local, commercial area	<p>To reduce glass litter, Council will investigate options for glass drop-off location/s (Action 1.2) and will support the implementation of the container deposit scheme (Action 1.4).</p> <p>Council will develop a litter and illegal dumping campaign to target litter in key areas (Action 5.4).</p> <p>Council will also develop and deliver business engagement and support programs (Action 5.2).</p>	
Discarded cans, broken glass and bottles present in local area	<p>To reduce glass, can and bottle litter, Council will support the implementation of the container deposit scheme (Action 1.4).</p> <p>Council will develop a litter and illegal dumping campaign to target litter in key areas (Action 5.4).</p>	
Old clothing, shoes and textile waste present in local area	<p>Council will investigate options to increase collection of difficult to recycle materials through the hard waste collection service, other collection services or drop-off locations (Action 4.2). This action has been amended to highlight textile waste.</p> <p>Council will also develop a litter and illegal dumping campaign to target litter in key areas (Action 5.4).</p>	
Tree branches and garden waste present in local carparks and park gardens	<p>Council will develop a litter and illegal dumping campaign to target litter in key areas (Action 5.4).</p>	








Summarised Community Feedback	Council Response	Action
		Existing  Updated 
Litter from service stations and fast-food outlets present in local area	Council will develop and deliver business engagement and support programs (Action 5.2). Council will also develop a litter and illegal dumping campaign to target litter in key areas (Action 5.4).	
Carboard present in local area	Council will develop a litter and illegal dumping campaign to target litter in key areas (Action 5.4).	
Dog poo present in local area	Council will develop a litter and illegal dumping campaign to target litter in key areas (Action 5.4).	
Toys and barbeques present in local area	Council will develop a litter and illegal dumping campaign to target litter in key areas (Action 5.4). Amended Action 4.4, review and improve the hard waste collection service.	 
Syringes present in local area	Council will develop a litter and illegal dumping campaign to target litter in key areas (Action 5.4). Council also currently has information on safe syringe disposal online, which will remain up to date.	
Disposable gloves present in local area	Council will develop a litter and illegal dumping campaign to target litter in key areas (Action 5.4).	
Pick up rubbish days will help reduce waste and litter in the community and in schools	Council will develop a litter and illegal dumping campaign to target litter in key areas (Action 5.4).	
One of the real problems is roadside (especially arterial road) waste. Clean up groups cannot access the Monash, it's too dangerous and not legal. Whenever there is roadworks, there is also a rubbish clean-up would help.	Arterial roads (such as the Monash) are unsafe to conduct clean ups. The community is encouraged to participate in the 'Adopt a road' program.	
Waste reduction, reuse and repair		
Community should be supported to use reusable containers and coffee cups	Council will develop and deliver community engagement and behaviour change programs, which includes the avoidance of	









Summarised Community Feedback	Council Response	Action Existing  Updated 
	<p>single-use plastics (such as containers and coffee cups) (Action 5.1).</p> <p>Council will also support businesses to reduce and avoid single-use plastics (Action 5.2) and will phase out problematic single-use plastics in council operations and venues (Action 6.4).</p>	
Provide information on what to do with things that can't be donated	Amended Action 4.2: Council will also develop and deliver programs that improve the recovery of difficult to recycle materials. This action has been updated to include a focus on items that require specialist recycling, such as old textiles.	
<p>Locals should be encouraged to repurpose curb-side hard rubbish.</p> <p>Regular 'recycle Sundays' could be advertised by Stonnington to facilitate this.</p>	Council will develop and deliver community engagement and behaviour change programs to support reuse at home (Action 8.1).	
Fast furniture should be avoided.	Council will develop and deliver community engagement and behaviour change programs to support reuse at home, including maintaining household assets to extend their life (Action 8.1).	
Would like to see council libraries to run clothing repair and reimage classes and repair workshops, same as in the Melbourne City Council	Council will empower the community to participate in a circular economy by promoting opportunities and providing support through grants, networks and resources (Action 8.2). Council will continue to promote and support programs run through libraries with sustainability focuses to the wider community and look for partnership opportunities.	
(Supporting the community to buy less, share items and repair goods) is not the function of council or should not be funded by right payers	Supporting the community to reduce waste and participate in a circular economy will result in less waste overall, which will reduce waste and processing costs for ratepayers, and meet our climate emergency target.	
Provide space and funding for circular sharing facilities in the community, with easy access locations throughout the City of Stonnington, giving	Council will empower the community to participate in a circular economy by promoting opportunities and providing support through grants, networks and resources (Action 8.2).	










Summarised Community Feedback	Council Response	Action
		Existing  Updated 
consideration to being inclusive to all residents		
Start a tool library	Council will empower the community to participate in a circular economy by promoting opportunities and providing support through grants, networks and resources (Action 8.2).	
Consider piloting shared crockery schemes, especially in concentrated locations like offices or shopping centres, no single-use items	Council will develop and deliver business engagement and support programs to reduce single-use plastics (Action 5.2) and will phase out problematic single-use plastics within City of Stonnington operations and venues (Action 6.4). Council will empower the community to participate in a circular economy by promoting opportunities and providing support through grants, networks and resources (Action 8.2).	
Stopping waste from even being produced is fantastic – support import bans, manufacturer responsibilities.	Council will advocate to state and federal governments to improve waste management and resource recovery (Actions 7.1 and 7.2)	
Stonnington should offer a rebate for cloth nappies and all Maternal and Child Health services should run cloth nappy information sessions to advise on different cloth nappy options	Council will investigate levers and incentives to encourage households to reduce waste generation (Action 4.3). Council will also develop and deliver community engagement and behaviour change program that support waste avoidance and reusable options (Action 5.1).	
If single-use plastics are to be properly eliminated, there needs to be a better alternative than using “reusable” plastic bags. Businesses should either be incentivised to use better alternatives (e.g. paper) or sanctioned for using more plastic	Council will advocate to state and federal governments to improve waste management and resource recovery, including advocating for expanding the items banned under the Single-Use Plastics Ban (Actions 7.1 and 7.2) Council will also develop and deliver business engagement and support programs to reduce single-use plastics (Action 5.2).	










Summarised Community Feedback	Council Response	Action Existing  Updated 
What is council doing to leverage opportunities, particularly in Stonnington where there are many business owners? More environmental change can happen from organisational change than asking individuals to change	Council will develop and deliver business engagement and support programs to reduce waste (Action 5.2).	
Have waste free weekends and festivals	Council will continue to review and improve waste management at City of Stonnington events and events on Stonnington land (Action 3.1) and will phase out problematic single-use plastics within City of Stonnington operations and venues (Action 6.4).	
(Council should avoid and promote alternatives to) cheap fashion, harsh chemicals and disposable nappies.	Council will investigate levers and incentives to encourage households to reduce waste generation (Action 4.3). Council will also develop and deliver community engagement and behaviour change program that support waste avoidance and conscious consumption (Action 5.1).	
Please ensure the plastics policy models that created by Surf Coast Shire for festivals and events "Plastic Wise". This is best practice. No single use plastic items should be made available in halls or at events. This will require additional appliances and reusable items in halls and offices.	Council will phase out problematic single-use plastics within City of Stonnington operations and venues (Action 6.4), including festivals and events. This will include guidelines for best practice, consistent with other councils.	
Encouraging phasing out single-use plastics across businesses in Stonnington could be incentivised by a positive program to encourage businesses to promote consumer participation.	Council will develop and deliver business engagement and support programs that promote waste avoidance (Action 5.2).	
Hard rubbish collections should be a means to facilitate reuse of household items. Stonnington could have a "tip shop" or require residents to pay to send items to hard rubbish.	Council will investigate the possibility of a reuse or tip shop as part of the Waste Transfer Station upgrades (Action 3.1) and will empower the community to participate in a circular economy by promoting	








Summarised Community Feedback	Council Response	Action Existing  Updated 
	opportunities and providing support through grants, networks and resources (Action 8.2).	
Recycling and resource recovery		
Recycle all types of items like medical blister packs through Terracycle	Council will review and improve recycling stations to maximise recovery (Action 3.1) and will develop and deliver community engagement and behaviour change programs that increase resource recovery by recycling right (Action 5.1). This will include information on how to dispose of items that require specialist recycling, such as blister packs.	
Investigate options to recycle 'hard to recycle items' such as: <ul style="list-style-type: none"> • Clothing • Waste oils • Chemicals • Furniture • Medications • Mattresses • PPE • Contact lens • Beauty and bathroom products • Paint • Printer cartridges 	Council will ensure services and infrastructure support maximum resource recovery by reviewing and improving recycling stations to maximise recovery and developing a business case to expand the Waster Transfer Station and the materials accepted (Action 3.1) and create opportunities for collection of difficult to recycle items (Action 4.2). Council will continue to advocate to state and federal governments to improve waste management and resource recovery (Actions 7.1 and 7.2).	
Recycle e-waste, power cords and USBs	Council accepts e-waste (anything with a plug, battery or cord) at our Recycling Stations.	
Recycle polystyrene and takeaway cups	With the national phase out of Expanded Polystyrene from 2023, and state single-use plastic ban including polystyrene containers and cups, Council will develop and implement a program to support the community to eliminate the use and distribution of single-use plastic items, in line with the Victorian single-use plastics ban to begin in 2023 (Action 5.6).	
Promote and support the use of Uparel to recycle clothes	Council will review and improve recycling stations to maximise recovery (Action 3.1) and explore partnerships with specialist clothing recyclers.	








Summarised Community Feedback	Council Response	Action Existing  Updated 
Circular economy		
Council should promote and expand circular economy services	Council will empower the community to participate in a circular economy by promoting opportunities and providing support through grants, networks and resources (Action 8.2).	
Promotion of a 'Free to a good home' type recycling week, where people who want to dispose of items can connect to people who would like the free items to reuse or 'upcycle'.	Council will empower the community to participate in a circular economy by promoting opportunities and providing support through grants, networks and resources (Action 8.2).	
Encourage residents to join the Toy Library and make the Toy Library more accessible by providing a second branch	Council will empower the community to participate in a circular economy by promoting opportunities and providing support through grants, networks and resources (Action 8.2). Council will also promote the existing Toy Library and investigate the need for a second branch.	
Additional Toy Library or Men's Shed branches within the city would make their services accessible to more families and encourage reuse of play materials and further promoting the circular economy within Stonnington. Local Op shops work informally with charities to repurpose items, and this could be easily improved through sharing more widely, by having a network for reuse. Link with businesses like Green Collect who can reuse stationery for example.	Council will empower the community to participate in a circular economy by promoting opportunities and providing support through grants, networks and resources (action 8.2).	
Information and education		
Community and school students face barriers to recycling due to a lack of knowledge of what goes in each bin and general confusion. This could be addressed by: <ul style="list-style-type: none"> • Clear signage with pictures • Competitions and quizzes 	Council will upgrade kerbside bins to comply with Victorian standards by 2025 (Action 1.3). This relates to the colour-coding of bins. Council will also develop and deliver community engagement and behaviour change programs, which includes targeted communications (for example signage and social media posts) for education settings and the community (Action 5.1). Smart city	









Summarised Community Feedback	Council Response	Action Existing  Updated 
<ul style="list-style-type: none"> • Advertisements • Social media posts • Seminars and education sessions • Videos • School resources • Apps • Colour-coded bins 	<p>solutions (e.g. mobile apps) will be explored as well (Action 3.3).</p> <p>Schools will also be supported through a targeted program to avoid and reduce waste (Action 5.3).</p>	
<p>In general there needs to be much more education and information on proper recycling, to minimise contamination, particularly for items like coffee cups</p>	<p>Council will also develop and deliver community engagement and behaviour change programs to reduce contamination in recycling and food and green waste bins (Action 5.1).</p>	
<p>Public housing recycling and rubbish is always a problem and tenants need support to improve this</p>	<p>Council will explore options to improve waste management infrastructure and facilitate resource recovery in existing multi-unit developments, including public housing (Action 5.5).</p>	
<p>Community could be supported to reduce waste and recycle right through information (e.g. in Rates) and social media</p>	<p>Council will develop and deliver community engagement and behaviour change programs, which includes targeted communications (for example social media posts) (Action 5.1). Information will be included in municipal-wide communications where possible, including the annual Rates Notice.</p>	
<p>Council should provide stickers for each bin & update info, such as the “Your Recycling & Waste Guide” from 2010</p>	<p>Council will develop and deliver community engagement and behaviour change programs, which includes targeted communications (for example, a waste and recycling guide) (Action 5.1).</p>	
<p>Using a mobile app would allow people to ask questions and educate themselves easily</p>	<p>Council will drive smart city waste solutions, including the in-development One Stonnington app (Action 3.3).</p>	
<p>School programs needed (to provide information on waste reduction and recycling)</p>	<p>Council will develop and deliver community engagement and behaviour change programs, which includes communications, engagement and behaviour change initiatives for schools (Action 5.1).</p>	








Summarised Community Feedback	Council Response	Action
		Existing  Updated 
	Council will also develop and deliver a program to local schools to support waste reduction and avoidance (Action 5.3).	
Letter drops (to provide information on waste reduction and recycling)	Council will develop and deliver community engagement and behaviour change programs, which includes targeted communications (Action 5.1). Letterbox drops are currently used for the hard waste services and will continue to be considered to convey other programs and initiatives.	
Kinder programs (to provide information on waste reduction and recycling)	Council will also develop and deliver a program to local schools to support waste reduction and avoidance (Action 5.3). This action has been amended to include early learning centres.	
Generally, recycling/waste-reduction literacy amongst residents is low, so education and ease of access to this information is critical.	Council will develop and deliver community engagement and behaviour change programs (Action 5.1).	
More commitment to training about recycling. Brochures and website don't cut it - more qualitative and quantitative data should be gathered on behaviour and research generated in how to change behaviour	Council will develop and deliver community engagement and behaviour change programs to support reducing contamination in recycling and food and green waste bins, and increased resource recovery (Action 5.1).	
Information on how/where to dispose of textiles that can't be donated	Council will develop and deliver community engagement and behaviour change programs to support waste reduction and resource recovery (Action 5.1).	
Simple advertising campaigns to help explain what can be recycled, how to clean and separate various recyclables, and what needs to be sent to RedCycle would help people know what to do and maximise the service.	Council will develop and deliver community engagement and behaviour change programs to support recycling right and resource recovery (Action 5.1).	
Incentives and penalties		
Introduce penalties for misuse (of bins)	Council will develop and deliver community engagement and behaviour change	






Summarised Community Feedback	Council Response	Action
		Existing  Updated 
	programs, which includes a focus on reducing contamination in recycling and food and green waste bins (Action 5.1).	
Provide incentives for reducing waste by reduction in rates	Council will investigate levers and incentives to encourage households to reduce waste generation (Action 4.3).	
Support residents to reduce waste by providing incentives and education	Council will investigate levers and incentives to encourage households to reduce waste generation (Action 4.3) and develop and deliver community engagement and behaviour change programs to reduce waste (Action 5.1).	
Introduce money for bottle containers would be fantastic.	Council will support the implementation of the container deposit scheme in 2023 (Action 1.4).	
Less rubbish collections and smaller bins to make it necessary for individuals to make a change, and fines for those that do not follow the rules (e.g. place waste in the wrong bin	Council will investigate levers and incentives to encourage households to reduce waste generation (Action 4.3).	
Food and green waste and composting		
Schools and community groups could be provided with caddies and liners to increase the uptake of the FOGO service	Caddies and liners are currently provided by Council through our Customer Service centres. Council will continue to investigate options to support local schools and early learning centres to reduce food waste (per Action 2.1).	
Provide information to apartment buildings on composting and using the food and green waste service.	Council will develop and deliver an engaging education and behaviour change program to maximise the recovery of food and green waste, and support apartment buildings to recycle and compost food waste (Action 2.1).	
Provide more education on how to use compost bins and worm farms	Council will develop and deliver an engaging education and behaviour change program to maximise the recovery of food and green waste through kerbside food and green waste service and other localised composting options (Action 2.1).	









Summarised Community Feedback	Council Response	Action Existing  Updated 
There has been an increase in the use of “compostable” packaging both by consumers and businesses. There needs to be more infrastructure to support the use and disposal of compostable products in dedicated compost facilities and education and awareness on the topic.	Council will develop and deliver an engaging education and behaviour change program to maximise the recovery of food and green waste and will investigate options to support local businesses to reduce food waste and divert food waste from landfill including possibility of Council collection of food waste (Action 2.1). Council also supports the standardisation of bin contents (Action 1.5), which impacts the inclusion compostable items in the food and green waste bin.	
Provide information on the urgency of reducing methane caused by food waste (to support residents to use the food and green waste service)	Council will develop and deliver an engaging education and behaviour change program to maximise the recovery of food and green waste through kerbside food and green waste service and other localised composting options (Action 2.1).	
Please align waste collection to weekly FOGO in line with best practice MWRRG guidelines and bring forward action in this space. A 37% recycling rate is extremely poor.	Council will review waste service collection frequencies to increase resource recovery and efficiencies, to futureproof waste services and infrastructure (Action 3.1).	
Can you put lots of signage on bins & renew frequently to support tenants and those in apartments?	Council will develop and deliver an engaging education and behaviour change program to maximise the recovery of food and green waste through kerbside food and green waste service and other localised composting options (Action 2.1), this will include signage and other educational materials.	
It is not Council’s businesses (to promote the use of the food and green waste service) and will increase rates	The food and green waste service are currently an opt-in service to recover the full cost of this service; there is no impact to the waste charge. Council currently provides subsidised compost systems through Compost Revolution as for residents who cannot access a food and green waste service but wish to divert food scraps from landfill.	
Existing apartments need a lot more support to make the behaviour change (to using a food and green waste service) an easier habit	Council will investigate options to support apartment buildings to recycle and compost food waste on-site (Action 2.1).	










Summarised Community Feedback	Council Response	Action Existing  Updated 
Apartment balconies are too small for compost systems so need to look at a FOGO service.	Council will investigate options to support apartment buildings to recycle and compost food waste on-site (Action 2.1).	
Consider black soldier fly larvae food waste management instead of composting	Council will investigate a range of options to support apartment buildings and businesses to recycle and compost food waste on-site (Action 2.1).	
Provide community education and appealing signage, and engage building managers to get apartments involved in the food and green waste service	<p>Council will provide opportunities for all City of Stonnington serviced households to recover food waste by 2024 (Action 1.1).</p> <p>Council will also develop and deliver an engaging education and behaviour change program to maximise the recovery of food and green waste through kerbside food and green waste service and other localised composting options (Action 2.1), which will include educational materials for apartments and building managers.</p>	
Provide a reusable container made from recycled materials to collect food scraps (not a new plastic one)	Council currently provides kitchen caddies which are made from recycled plastic and are designed to be reused. These are available from Customer Service if residents wish to obtain one but are not required to use the food and green waste service.	
Provide caddy liners to households each month	Council currently provides kitchen caddy liners through Customer Service, which are also able to be mailed out on request. This allows residents to obtain and use liners as they require them, which may differ from household to household.	
Educate community on ways to avoid using a compostable liner (for example newspaper or a liner-free bin).	Council will develop and deliver an engaging education and behaviour change program to maximise the recovery of food and green waste through kerbside food and green waste service and other localised composting options (Action 2.1). This will include communications on how to effectively use kitchen caddies.	
Stickers to label bins is not enough to avoid bin contamination (in food and green waste bins), particularly	Council will develop and deliver an engaging education and behaviour change program to maximise the recovery of food	









Summarised Community Feedback	Council Response	Action
		Existing  Updated 
in apartment buildings (shared bins)	and green waste through kerbside food and green waste service and other localised composting options (Action 2.1). This will include support for apartment buildings.	
Promote existing services like ShareWaste	Council will develop and deliver an engaging education and behaviour change program to maximise the recovery of food and green waste through kerbside food and green waste service and other localised composting options (Action 2.1).	
Provide green waste bins and compost systems for free	Council will review the kerbside bin service, including the possibility of opt-out/universal food and green waste bins (Action 3.1). Council will continue to provide subsidised compost bins, worm farms, etc. and trial local composting options (Action 1.1), to support households to divert food waste from landfill, and promote free localised services that are available to the community (Action 2.1).	
Support the community to compost food scraps through an online training platform, use skills of gamers to disseminate knowledge	Council will drive smart city waste solutions to increase food and green waste recovery (Action 3.3) and develop and deliver community engagement and behaviour change programs (Action 5.1) that engage young people and encompass a range of communications and educational platforms.	
Food scraps without a bag decompose or rot in the bin which smell, which creates a barrier to using the service. Even biodegradable bags break down within a short time.	Council will also develop and deliver an engaging education and behaviour change program to maximise the recovery of food and green waste through kerbside food and green waste service and other localised composting options (Action 2.1). This will include information on how to use the service effectively and avoid smells.	
Most households don't have a food and green waste bin which is a big problem.	Council will provide opportunities for all City of Stonnington serviced households to recover food waste by 2024 (Action 1.1).	
Waste services		
Advocate for public housing tenants with DFFH. Provide	Council will explore options to improve waste management infrastructure and facilitate resource recovery in existing multi-	



Summarised Community Feedback	Council Response	Action Existing  Updated 
material resources for public housing tenants	<p>unit developments (Action 5.5). This action has been amended to include social and public housing.</p> <p>Council will also develop and deliver community engagement and behaviour change program, which includes material resources (Action 5.1).</p>	
Many houses in Stonnington simply don't have the space for four bins - the visual pollution and street clutter will be awful. Consider an opt out scheme whereby households can drop off certain recyclables at local collection points instead of having multiple bins.	Council will investigate options for glass drop-off locations (Action 1.2) and trial local composting options in high density areas (Action 1.1). Council will consider opt out options for a universal 4-bin service.	
The glass service should be implemented now, or as soon as practical.	Council will introduce a glass recycling service by 2026 (Action 1.2) and support the implementation of the Container Deposit Scheme (Action 1.4).	
The glass service should be implemented as soon as possible if broken glass is a contaminant.	<p>Council will introduce a glass recycling service by 2026 (Action 1.2) and support the implementation of the Container Deposit Scheme (Action 1.4).</p> <p>Council will also develop and deliver community engagement and behaviour change programs to support the reduction in contamination and increased resource recovery (Action 5.1).</p>	
Focus on residential high rise for recycling, especially aluminium cans and bottle recycling which needs very little reprocessing and remaking.	Council will explore options to improve waste management infrastructure and facilitate resource recovery in existing multi-unit developments (Action 5.5).	
Provide more education support for apartments to recycle and compost food waste.	Council will investigate options to support apartment buildings to recycle and compost food waste on-site (Action 2.1) and explore options to improve waste management infrastructure and facilitate resource	

Summarised Community Feedback	Council Response	Action
		Existing  Updated 
	recovery in existing multi-unit developments (Action 5.5.).	
We do not have room for anymore bins. Could residents have smaller rubbish bins? Have you considered community bins where residents could drop off glass bottles?	Council will investigate levers and incentives to encourage households to reduce waste generation (Action 4.3) and will investigate options for glass drop-off locations to service households (Action 1.2).	
Please follow bin colours outlined in the Australian Standard 4123. Both the body and lid colour must align so behaviour change programs are effective across the state.	Council will upgrade kerbside bins to comply with Victorian standards by 2025 (Action 1.1).	
Please change the dog poo bags to Australian Standard 5810 biodegradable bags. The current "degradable" bags are frequently littered and degradable plastic is the most devastating form of plastic in the environment.	Council currently provides landfill-biodegradable bags in our parks as they offer the strength of conventional bags. Council will investigate the use of home compostable bags which are thinner and biodegrade faster in landfill but have a shorter shelf-life.	
Provide larger recycling bins at no additional cost for the user would discourage mixing organic and recycling when bin is full	Additional recycling bins are currently available at no cost for residents.	
Glass bins need some consideration for their collection and weight for the elderly. Having 4 bins at every household can become an eyesore to our community!	Council will provide opportunities for all City of Stonnington serviced households to recover food waste by 2024 (Action 1.1) and will investigate options for glass drop-off location/s (Action 1.2).	
It should be legal for people to pick up stuff off nature strips. Separate trucks should pick up hard waste so that they can be reused.	Under the Local Law, hard waste that is put out for collection becomes the property of the Council or an entity/person that Council specifies to collect the waste. Rifling through waste may encourage the neatly stored piles (as per requirements) to be spread across Council land, including roads which impacts on the amenity of the neighbourhood, and creates a possible nuisance to a person, damage to person's property and a liability to Council.	

Summarised Community Feedback	Council Response	Action
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	A single truck may collect all hard waste, it will then be sorted at the transfer station	
Living in an apartment with limited bin space - where are we going to put all these bins? No matter how hard we try people will still not comply with what they put in certain bins	<p>Council will provide opportunities for all City of Stonnington serviced households to recover food waste by 2024 (Action 1.1.), which will include a composting trial for high density areas and the continuation of subsidised worm farms, compost bins, etc. Council will also investigate options for glass drop-off location/s (Action 1.2) which may support apartment dwellers.</p> <p>Council will also develop and deliver community engagement and behaviour change programs (Action 5.1) to support the community to place the right items in the right bins.</p>	
Due to the vastly diminished amount, think about picking up one side of the street each week for cost saving	Council will review waste service collection frequencies to increase resource recovery and efficiencies, to futureproof waste services and infrastructure (Action 3.1).	
Pickup recycling and hard rubbish more often	Council will review waste service collection frequencies to increase resource recovery and efficiencies, to futureproof waste services and infrastructure (Action 3.1). The Hard Waste collection will remain a bi-annual service per the Council vote on Monday 2 May 2022.	
Separate food and green waste and collect food bins twice a week and tri weekly through summer	Council will review waste service collection frequencies to increase resource recovery and efficiencies, to futureproof waste services and infrastructure (Action 3.1).	
Green waste bin should be a mandatory provided service at apartments, like recycling and not optional.	<p>Council will provide opportunities for all City of Stonnington serviced households to recover food waste by 2024 (Action 1.1).</p> <p>Council will also develop and deliver an engaging education and behaviour change program to maximise the recovery of food and green waste through kerbside food and green waste service and other localised composting options (Action 2.1). This will include information on how to use the service effectively.</p>	
Please provide weekly recycle collection.	Council will review waste service collection frequencies to increase resource recovery	

Summarised Community Feedback	Council Response	Action
		Existing  Updated 
	and efficiencies, to futureproof waste services and infrastructure (Action 3.1).	
Support multi-unit developments to use the food and green waste service and minimise smells/infestation in common areas	Council will provide opportunities for all City of Stonnington serviced households to recover food waste by 2024 (Action 1.1)	
People need more clarity on how and what to put in the food bins, and it has to be weekly otherwise they are turned off because it becomes smelly and could attract rodents, so they don't do it.	Council will review waste service collection frequencies to increase resource recovery and efficiencies, to futureproof waste services and infrastructure (Action 3.1). Council will also develop and deliver an engaging education and behaviour change program to maximise the recovery of food and green waste through kerbside food and green waste service and other localised composting options (Action 2.1). This will include information on how to use the service effectively.	
Change collection frequency to weekly FOGO	Council will review waste service collection frequencies to increase resource recovery and efficiencies, to futureproof waste services and infrastructure (Action 3.1).	
Could we have a green coloured bin for the green waste to avoid confusion/conflict?	Council will upgrade kerbside bins to comply with Victorian standards by 2025 (Action 1.3). This includes the transition to a lime-green lid for the food and green waste service, which is commencing in August 2022.	
Having a weekly collection system will make having a compost bin much more impactful	Council will review waste service collection frequencies to increase resource recovery and efficiencies, to futureproof waste services and infrastructure (Action 3.1).	
No extra bins. Don't change size of bins. Collect once a week. Happy to pay an extra charge to leave as is	Council will review waste service collection frequencies to increase resource recovery and efficiencies, to futureproof waste services and infrastructure (Action 3.1).	
More recycling bins for food scraps and garden waste should be made available in public places.	Provide opportunities for all City of Stonnington serviced households to recover food waste by 2024 (Action 1.1).	
All households that have private waste collection should receive	Review of Council's Waste Collection Fees and Charges Policy is undertaken when	

Summarised Community Feedback	Council Response	Action
		Existing  Updated 
discounted waste fees 80% discount. Glass recycling should be introduced into all bottle / liquor shops	there is a high level of private benefit to users and/or there is a significant public/economic activity policy benefit. Recycling Victoria will legislate bin standards for businesses.	
Bin standardisation should be done as existing stock of current bin colours runs out and should be done as bins are needed to be replaced or repaired from 2023-2030	Council will upgrade kerbside bins to comply with Victorian standards by 2025 (Action 1.1), commencing with replacement and new services.	
Provide interchangeable lids for bins to reduce the quantity and size of bins	Council will investigate levers and incentives to encourage households to reduce waste generation (Action 4.3) and will investigate different bin capacities and shared options.	
Having both recycling and general waste bins in parks and other public areas, and more recycling bins in public places	Action 5.4 has been amended to install public infrastructure to prevent littering where appropriate. Council will also develop a litter and illegal dumping education campaign (Action 5.4) to reduce litter in public areas.	
Commercial and industry waste		
Improve and regulate the industry waste collection system	The State Government, Recycling Victoria, regulates waste including commercial and industrial sectors. Council will support businesses to reduce waste and out in place the appropriate infrastructure (Action 5.2)	
Construction waste should be recycled and reused, and available at the Transfer Station for purchasing	Council will investigate the possibility of a reuse or tip shop as part of the Waste Transfer Station upgrades and will empower the community to participate in a circular economy by promoting opportunities and providing support through grants, networks and resources (Action 8.2). Council will also increase the use of recycled content in City of Stonnington building and infrastructure projects (Action 6.2). Industry wide reforms and increase in landfill levy will encourage further diversion from landfill.	
Focus on commercial waste disposal	Council will develop and deliver business engagement and support programs (Action 5.2).	

Summarised Community Feedback	Council Response	Action Existing  Updated 
Other feedback		
<p>A significant criticism of the strategy is the lack of Indigenous knowledge – we were not drowning in trash from the last 80,000 years. If you want people to change out of their own genuine interest in environmental change, you need to hold our hands through the confronting reality: We Can't Live Like This Anymore</p>	<p>Council's Reconciliation Action Plan was endorsed 9 Feb 2022. The next step for the RAP is that the draft will be presented to Reconciliation Australia for final endorsement.</p>	
<p>A lot of questions can't be answered because of lack of information provided to the public</p>	<p>Council will develop and deliver community engagement and behaviour change programs, including targeted communication for hard-to-reach audiences (Action 5.1).</p>	