



WHITEHORSE

Household Kerbside Transition

Community Consultation
Report October 2025



greenshoot
CONSULTING



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1 EXECUTIVE SUMMARY



Whitehorse Farmers Market Pop Up 14/09

1.1. PROJECT CONTEXT

Whitehorse City Council is preparing to transition to a four-bin kerbside waste and recycling service by 1 July 2027, in line with the Victorian Government's Proposed Household Waste and Recycling Service Standards (2024). The change is part of a state-wide reform to create greater consistency across Victoria, improve recycling outcomes, and reduce the volume of waste sent to landfill.

This transition represents the potential for significant change for Whitehorse households, businesses, community organisations, sporting clubs and schools that currently receive Council's kerbside service. The new system will introduce four distinct waste streams: Food Organics and Garden Organics (FOGO – lime green lid), Mixed Recycling (yellow lid), Glass Recycling (purple lid), and Garbage (red lid). While the introduction of a four-bin service is mandated, Council will be able to determine bin sizes, collection frequencies, and the implementation of supporting measures that best meet local community needs.

The proposed changes are informed by Council's key strategic documents:

- The Whitehorse Waste Management Strategy (2018–2028), which targets an 80% landfill diversion rate by 2028;
- The Climate Response Strategy (2023–2030), which aspires for net-zero community emissions by 2040; and
- The Integrated Council Plan (2025–2029), which emphasises environmentally sustainable, climate-resilient, and responsibly managed waste services.

Currently, Whitehorse provides an 80-litre weekly garbage service and a 240-litre fortnightly recycling service, with an optional FOGO bin available. Around 76% of households have already opted in to the FOGO service, yet food waste still represents about 40% of garbage bin contents, highlighting the potential for improved diversion.

1.2. COMMUNITY ENGAGEMENT

Between August and September 2025, Council engaged more than 6,700 community members through a mixed-methods program of surveys, pop-ups, focus groups and targeted sessions for key community segments, including residents of multi-unit dwellings (MUDs), households with nappies or medical needs, people living with disabilities, culturally and linguistically diverse communities, young people, older citizens and local organisations. The purpose of this consultation was to:

- i. Inform and educate the community on the State Government's mandatory requirements including the Circular Economy (Waste Reduction and Recycling) Act 2021 and proposed Service Standards for councils to provide a mandatory food organics and garden organics (FOGO) service and a separate glass recycling service by 1 July 2027.
- ii. Seek feedback on two four-bin service options:
 - Four-Bin Service Option 1: Garbage bin collected weekly. FOGO and Recycling bins collected fortnightly, Glass every 4-weeks.

- Four-Bin Service Option 2: FOGO bin collected weekly. Garbage and Recycling bins collected fortnightly, Glass every 4-weeks.
- iii. Seek feedback on proposed approach of shared FOGO and glass bin arrangements at apartments, townhouses and people living in units.
- iv. Socialise Council's Waste Management Strategy (Rubbish to Resource!) 2018-2028 new draft 5-Year Action Plan (2024-2028).

Based on the current Whitehorse population of 183,462, the strong response to Council's YourSay page survey (5535 responses) significantly exceeds the industry standard of 95% confidence level that the results accurately reflect the attitudes of the population, based on a 1.5% margin for error.

1.3. KEY INSIGHTS

Feedback from the Whitehorse community demonstrates strong alignment with Council's environmental objectives but a range of responses to some options and changes proposed as part of the transition to four bins.

1.3.1. Feedback on the two service options

Option 1 (Weekly Garbage):

- 56% of respondents felt **they could not manage fortnightly garbage collection with their current bin size** (preference for Option 1), primarily due to odour, hygiene and bin capacity concerns. Of those households who indicated they could not manage fortnightly garbage collection, **25% were living in single person households, with a partner and with no dependents.**
- 62% of respondents indicated that **they prefer fortnightly FOGO**, citing that keeping organic waste out of landfill, reducing waste going to landfill, reducing costs and smells were important to them. However, these reasons would be more likely to be associated with Option 2.

Option2 (Fortnightly Garbage):

- 35% of survey respondents indicated that **they could manage with fortnightly garbage collection** (Option 2).
 - 67% of the 56% of households who identified **they could not manage fortnightly garbage collection with their current bin size** indicated **they could adapt to fortnightly garbage if provided with larger or additional bins at no extra cost.**
 - Of the 65% of respondents who felt unable to manage fortnightly garbage (56% of total respondents) or were unsure (9% of total respondents), 48% indicated that **they could manage with a larger or additional garbage bin.**
- ⇒ **Therefore, based on these engagement results, the total of residents who could manage fortnightly garbage (Option 2), if provided with an additional or larger bin is 66%.**

- Feedback from community cohorts highlighted that **households with nappies and those with medical needs or disabilities are least able to manage fortnightly garbage**, requiring larger bins.
- Anecdotal evidence from the focus groups suggested that **once participants had more information** regarding the benefits of more frequent FOGO collection, **they changed their preference from weekly garbage to fortnightly garbage**. The fact that only 5.2% of visitors to Councils YourSay page downloaded the Conversations Starter Kit which provided more detail information re the benefits of fortnightly garbage may suggest that **the community did not have all the information they needed to make an informed choice** regarding garbage & FOGO collection frequency.

1.3.2. Feedback on glass recycling

Feedback on the proposed introduction of a glass bin was divided. 36% of residents living in single unit dwellings or on sites with four or less dwellings provided comments on the proposed introduction of an 80L glass bin, collected every four weeks.

- The **logistical implications of having to manage four bins (544 mentions) were of the greatest concern**, with many identifying that they lacked either the storage space or nature strip spaces to keep four bins.
- A large number of respondents identified that **they did not have a need for a glass bin** (460 mentions), as they did not generate a significant amount of glass waste.
- This was further supported by comments relating to respondents' **use of the Container Deposit Scheme (CDS) or other alternative glass recycling options**, including calls for communal drop off locations, which were raised 409 times.
- Concerns about **additional costs associated with the new glass bin** (328 mentions) were also a significant source of respondent concern.
- Not all respondent feedback was negative, with **some respondents providing supportive feedback (293 mentions)**. This included comments regarding **the importance of glass recycling** as well as **support for the size and frequency** of the proposed glass collection service.

1.3.3. Feedback on Shared FOGO (MUDs)

Feedback from respondents living in MUDs on the proposed sharing of FOGO bins.

- 47% of respondents living in MUDs **were against the idea of sharing FOGO bins**, citing a desire for their own bins, practical concerns re sharing bins for those living in smaller MUDs (as opposed to high-rise apartments), and bin capacity concerns for those with high amounts of green waste as the most common reasons for not wanting to share.
- 31% **agreed with the idea of sharing a FOGO bin** with neighbours, with limited storage or nature strip space as the greatest driver of this preference.

1.3.4. Feedback on Shared Glass Bins (MUDs)

Feedback from respondents living in MUDs on the proposed introduction of an 80L glass bin, collected every four weeks.

- 71% of respondents who lived in MUDs indicated that **they were either supportive or neutral** when asked whether they would share a glass bin with neighbours, with not having enough glass waste and not having enough storage space as the major reasons.
- In general, **confusion exists around the need and practicality of glass collection and its cost implications** suggesting more community education and communication may be required to support the introduction of the glass bin

1.3.5. Feedback from Sporting Groups, Businesses and Community Organisations

While 26% had no concerns with the introduction of four-bin service, most non-residential respondents raised spatial constraints or limited need for certain bins, particularly glass.

A majority (65%) preferred Option 1 citing regular garbage collection, having the correct bin sizes as most important.

Only 26% supported Option 2, driven by environmental concerns such as reducing landfill and greenhouse emissions

1.4. RECOMMENDATIONS FOR IMPLEMENTATION

Community feedback across all engagement activities highlighted consistent priorities relating to how any future kerbside service changes should be introduced and supported. The following points are drawn from consolidate feedback received from all household types and stakeholder groups, outlining common implementation considerations relevant to the wider Whitehorse community.

General transition to 4-bins

- Provide exemptions where necessary for select cohorts (e.g. households living with medical needs), incentives, resources and on-the-ground support to help residents adjust to new collection frequencies or waste management behaviours.
- Ensure community education and communication materials address odour and hygiene concerns, correct bin use, and how to manage limited space in smaller properties or MUDs.
- Provide transparency around service costs, rates, and options for properties with limited FOGO or glass waste.
- Work collaboratively with key stakeholders including body corporates, property managers, developers, and community organisations to support service design and information sharing.

Specific considerations for Option 1 (weekly garbage/fortnightly FOGO)

There were no specific considerations as this is the current bin collection frequency.

Specific considerations for Option 2 (weekly FOGO/fortnightly garbage)

- Implement a clear and consistent communication campaign explaining how weekly FOGO reduces garbage volume and odour, supported by visual materials and messaging tailored to different community groups (e.g. CALD communities, households with nappies, people living with disabilities or medical needs).
- Clearly explain the environmental and financial rationale for change, including cost savings from greater landfill diversion.
- Consider a staged rollout or trial phase to identify and address challenges before full implementation and to build community confidence in any proposed changes.
- Offer larger or additional garbage bins at no additional cost (up to a cap) and implement eligibility-based exemptions linked to household composition or specific needs.

Specific considerations for Multi-Unit Dwellings (MUDs)

- Where possible, design waste collection service models specific to MUD typologies (low-rise, townhouse clusters, apartments) rather than applying a one-size-fits-all approach.
- Provide smaller bin options and assistance to create shared bin enclosures or communal collection points.
- Develop clear management guidelines and communication tools for shared systems to address operational and safety concerns.

Specific considerations for households with nappies

- Offer larger or additional garbage bins at no additional cost.
- Explore sealed nappy disposal services or partnerships with nappy-cleaning providers and ensure cost parity for MUDs and smaller properties.

Specific considerations for households with medical needs and/or disabilities

- Consider maintaining weekly garbage collection exemptions for medical or disability-related waste.
- Provide larger or additional bins where required and consider a trial or phased approach with monitoring to assess impacts before full rollout.

Specific considerations for Sporting groups, businesses & community organisations

- Provide flexible service options (e.g. shared bins) to suit varying space and collection needs.
- Engage directly with these groups to identify infrastructure and storage support requirements.

2 ENGAGEMENT APPROACH



Bunnings Box Hill Pop Up 20/09

2.1. SUMMARY OF ENGAGEMENT ACTIVITIES UNDERTAKEN

Various methods of engagement were undertaken to collect meaningful quantitative and qualitative data from community including the nominated hard-to-reach groups.



Vermont Shopping Centre Pop Up 12/09

2.2. TARGETED COMMUNITY SEGMENTS

A broad cross-section of the community and stakeholders, including targeted community segments, were engaged in order to capture the diversity of views on the community's kerbside waste collection needs and sentiment.



Burwood Brickworks Pop Up 5/09



General (CALD) Focus Group 23/09

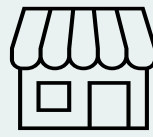
2.3. SURVEY SNAPSHOT

CONNECTION TO WHITEHORSE



99%

of respondents rent or own a dwelling in Whitehorse



1%

of respondents represent a business, organisation or education centre in Whitehorse

GENDER



57%
women



40%
men



1%
non-binary or gender diverse

2% of respondents clicked "I use a different term"



5%

have someone at home with a disability or mobility needs

TYPE OF HOME



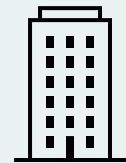
77%

of respondents live in a standalone house



17%

of respondents live in a townhouse or unit (2-4 dwellings)



6%

of respondents live in an apartment (4+ dwellings)

HOUSEHOLD COMPOSITIONS



Households alone or with a partner

33%



Households with children under 18

37%



Households with children over 18

19%



Group households / share houses

2%

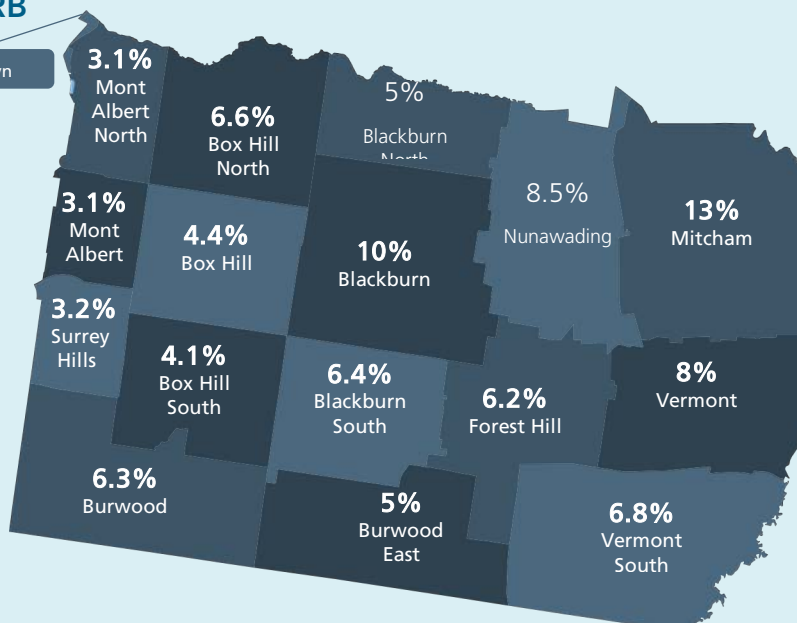


5.2%

downloaded the conversation starter kit

SUBURB

0.2% Balwyn



TOP LANGUAGES



12%

Speak a language other than English at home



88%

of respondents speak English



5%

of respondents speak Mandarin



3%

of respondents speak Cantonese

2.4. 4-BIN OPTIONS SOCIALISED DURING THE ENGAGEMENT

The engagement explored the forthcoming switch to a 4-bin service and aimed to capture community preferences on the following options.

2.4.1. Option 1: Weekly garbage fortnightly FOGO

Garbage

Collected
Weekly



80 Litre

FOGO

Collected
Fortnightly



140 Litre*

Recycling

Collected
Fortnightly



240 Litre

Glass

Collected
Every 4 weeks



80 Litre

2.4.2. Option 2: Fortnightly garbage, weekly FOGO

Garbage

Collected
Fortnightly



80 Litre

FOGO

Collected
Weekly



140 Litre*

Recycling

Collected
Fortnightly



240 Litre

Glass

Collected
Every 4 weeks



80 Litre

*140L is the proposed standard size of FOGO bin. There will be no change for residents with a 240L FOGO bin.

3 ENGAGEMENT OUTCOMES



Moon Festival Pop Up 13/09

3.1. OVERALL COMMUNITY

3.1.1. Summary

This section explores the results from Whitehorse residents, excluding survey responses from businesses, sporting clubs and community organisations. Feedback from specific community segments, including those living in multi-unit dwellings, households living with disposable nappies, households living with medical needs and/or disabilities and young people is explored in more detail in subsequent sections.

Survey data and feedback from focus groups regarding the proposed transition to a four-bin waste service model suggests a mixture of support, concern, and acceptance of the need for a transition to four bins, if the right type of supports across key aspects of the proposed service models were put in place. Whitehorse residents broadly appreciate the environmental rationale of any proposed changes to the current waste service as well as Council's desire to achieve its sustainability objectives. However, many in the community expressed concerns about how any proposed changes, and in particular, a fortnightly garbage collection service and the introduction of a new glass bin, would work.

Survey results indicate that over half of respondents feel unable to manage with a fortnightly garbage collection. Concerns about odours, hygiene and bin capacity were most often raised by respondents. However, 48% of households indicated that with larger or additional bins, and appropriate supports, they could manage with fortnightly garbage collection. Those who were most supportive of fortnightly garbage collection seem to be motivated by environmental and cost-saving factors, while those who weren't supportive are more concerned about logistical, practical and amenity-related concerns.

In contrast, preferences around FOGO collection frequency demonstrate greater flexibility and awareness of environmental outcomes. 62% of respondents prefer the current fortnightly FOGO collection, which suggests either a confidence in their ability to manage waste with the current service or a resistance to change established behaviours. Many residents also cite home composting systems as a reason for not supporting more frequent FOGO collection. Those favouring weekly collection emphasised the convenience of having organic waste collected more frequently and greater ability to control odours and/or pests. Overall, residents demonstrate strong understanding of FOGO's environmental benefits, however there was less understanding of any cost efficiencies and landfill diversion benefits which would come with more regular FOGO collection. Results from focus groups indicate that a greater understanding of the benefits of weekly FOGO is a powerful determinant for community preferences regarding frequency of collection, with 72% of participants in general community focus groups and 100% of participants in the multi-unit dwelling focus group choosing Option 2 (fortnightly garbage/ weekly FOGO) over Option 1 (weekly garbage/fortnightly FOGO).

Community members were made aware of Whitehorse's ongoing advocacy to state government challenging the need to introduce the glass bin, and this position was widely supported by focus group participants. Of survey respondents who were living in single unit dwellings or in complexes with four or less households on the one site, 65%

provided no feedback relating to the proposal to implement an 80L glass bin collected every four weeks, should glass bins become mandatory as of 1 July 2027. Feedback from those in multi-unit dwellings is include in the next chapter of this report.

The 35% of respondents who did provide feedback on the proposed 80L glass bin, collected every four weeks expressed a range of perspectives, with a significant number of survey respondents and focus group participants expressing concerns. Most of these concerns were regarding the need for, or management of, an additional bin. This was particularly the case for households with limited space or low glass waste volumes. While some respondents supported the introduction of a glass bin, many expressed a preference for alternative models such as the Container Deposit Scheme, shared services or drop-off points. Cost, storage, logistics and accessibility were dominant themes.

Key Takeaways

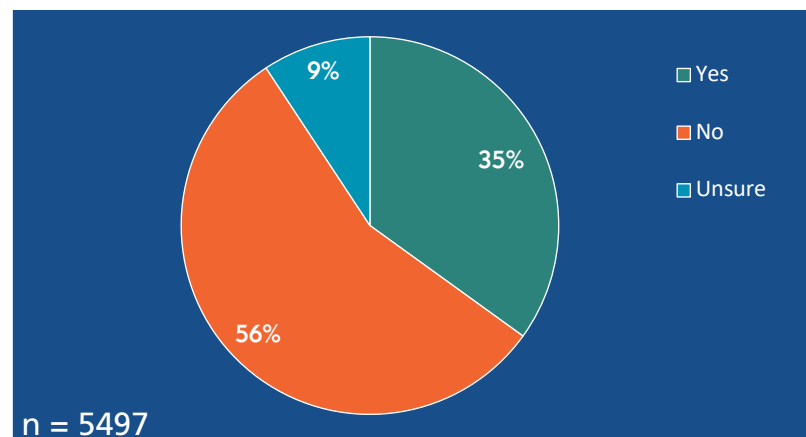
- 56% of respondents felt **unable to manage fortnightly garbage with odour and hygiene concerns** being the main barriers and 9% were Unsure. Of the 56% who indicated they were unable to manage, 26% **live in single person households or with a partner and no dependents**, suggesting they may have lower garbage collection needs.
- Of the 65% of respondents who felt unable to manage fortnightly garbage or were unsure, 48% indicated that **they could manage with a larger or additional garbage bin**. This implies the **actual total of residents who could manage fortnightly garbage, if provided with an additional or larger bin, is 66%**.
- 67% of those who indicated they were unable to manage fortnightly garbage also indicated **they could adapt if provided larger or additional bins**.
- Supporters of fortnightly garbage are **more environmentally motivated**, while those who are opposed are more likely to **prioritise convenience and perceived hygiene outcomes**.
- While residents recognise environmental benefits of FOGO **most are comfortable managing their organic waste fortnightly** (or have a stronger preference for weekly garbage collection).
- There is **a lack of understanding** in some of the community some **regarding the benefits of a more regular FOGO collection**. Only 5.2% of visitors to the YourSay page **downloaded the Conversation Starter Kit** which contained more information regarding the benefits of weekly FOGO. Focus group participants indicated that **having more information about the benefits of weekly FOGO influenced their preference for weekly FOGO collection**.
- Significant **opposition to the introduction of a glass bin exists** in the community with most concerns focussing on limited space, additional costs, and low generation of glass waste. However **some in the community are supportive**, particularly if there is flexibility in its service design (bins size, frequency etc).
- Residents called for **more community education and clearer information** on what goes in each bin, odour control, and the benefits of implementing a four-bin system.

3.1.2. Survey Responses; Garbage

Preference for garbage collection frequency and associated support needs

Of the total of 5,497 community respondents (excluding businesses, sporting clubs & community organisations), 56% indicated they could not manage with their existing garbage bin collected every two weeks, even with weekly food organics and garden organics (FOGO) collection. Only 35% felt they could manage, while 9% were unsure.

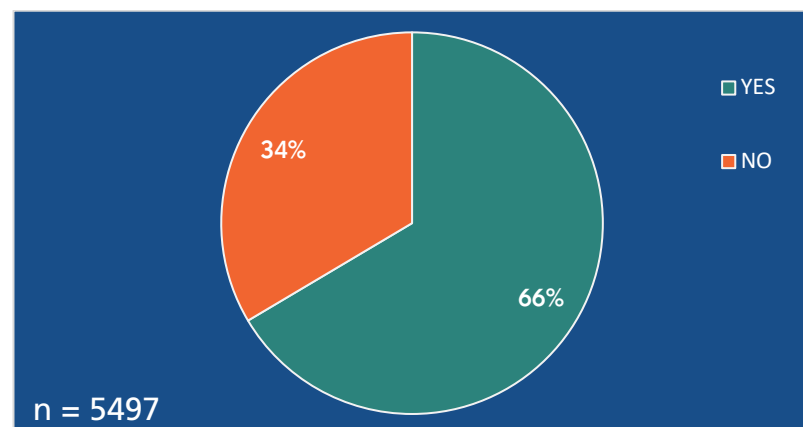
**Respondents who
could manage
fortnightly garbage
collection if FOGO was
weekly**



Graph 1: Respondents who could manage fortnightly garbage collection if FOGO was collected weekly

Of the 56% of respondents who said they could not manage fortnightly garbage collection and the 9% who were unsure, nearly half (48%) indicated they could manage if provided with a larger or additional bin. This implies that up to 66% of overall respondents could potentially manage fortnightly garbage collection under those conditions.

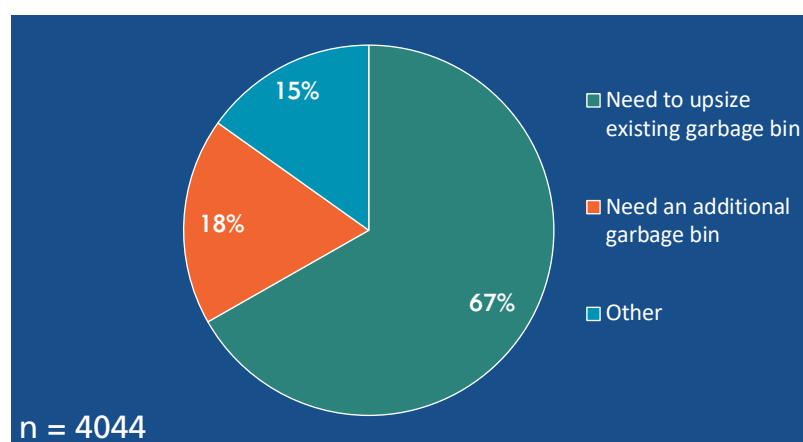
**Implied count of
respondents who could
manage fortnightly
garbage collection if
they had bigger or
additional bins**



Graph 2: Implied count of respondents who could manage fortnightly garbage collection if they had a bigger or additional bins

Among those who answered *No* or *Unsure* (4,044 respondents), the main support need identified to be able to manage fortnightly garbage collection was to upsize existing garbage bins (67%), followed by adding an additional bin (18%), and other supports (15%).

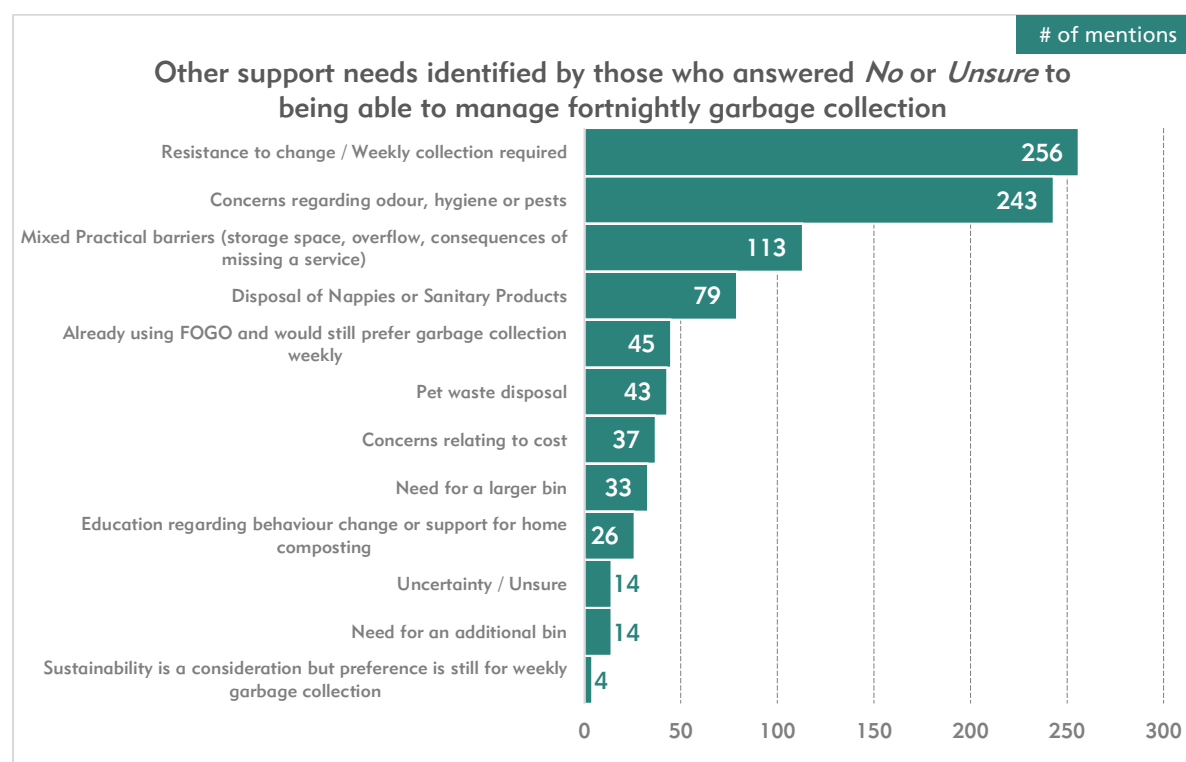
Support needs identified by those who answered *No* or *Unsure* to being able to manage fortnightly garbage collection



Graph 3: Support needs identified by those who answered No or Unsure to being able to manage fortnightly garbage collection

This suggests that for a majority of residents, a fortnightly garbage service could be manageable if they were provided with larger garbage bins or in some cases an additional garbage bin.

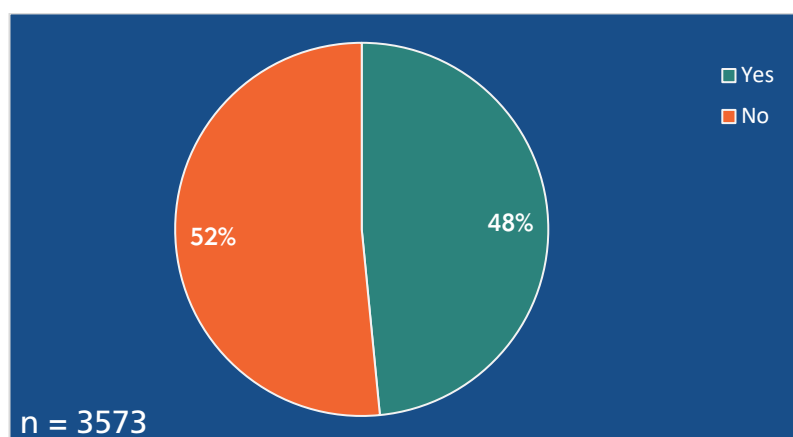
Analysis of the *Other* responses provides further insight into residents' concerns. The most common issues raised were a desire to retain weekly collection (256 mentions) and odour or hygiene concerns (243). Many also cited mixed practical challenges (113) such as limited storage space, nappy and sanitary product disposal (79) and pet waste issues (43) as reasons for preferring weekly garbage collection. While some respondents already use the FOGO bin for food waste, they expressed a preference for weekly garbage collection to accommodate higher levels of general waste (45).



Graph 4: Other support needs identified by those who answered No or Unsure to being able to manage fortnightly garbage collection

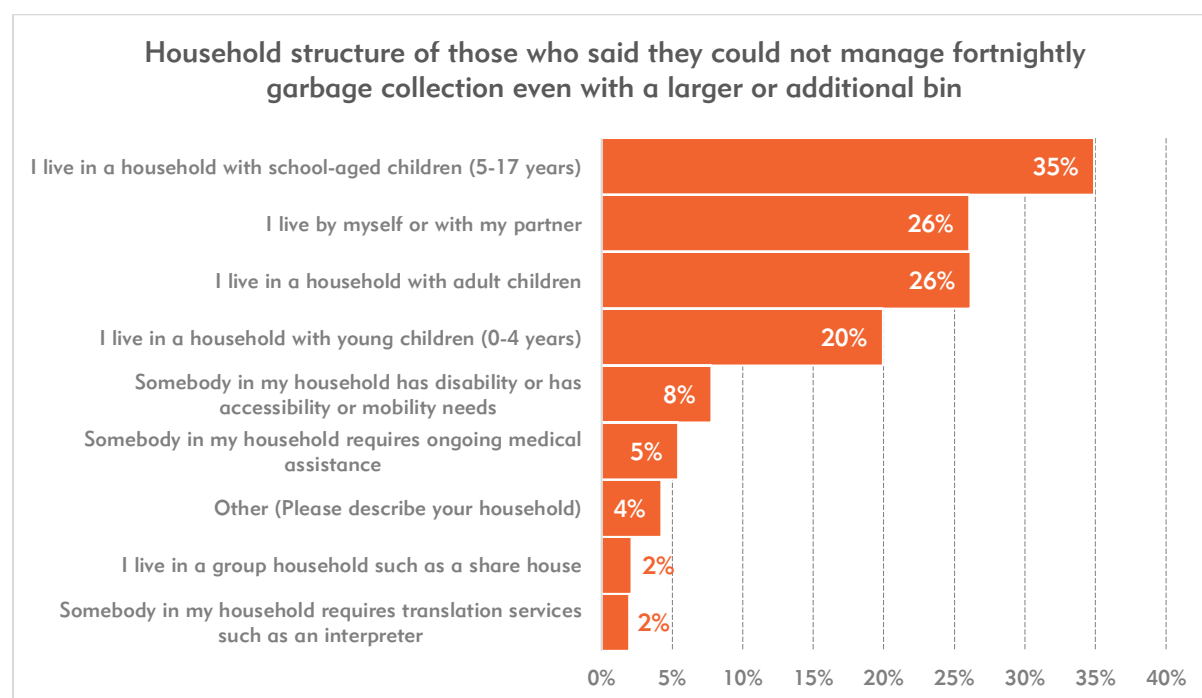
The option for fortnightly garbage was tested further by asking respondents whether they could then manage with fortnightly garbage collection if they were provided bigger or additional bins to suit their household needs. Community responses were evenly divided - of the 3,573 respondents to this question, 48% said *Yes*, indicating they could adapt if provided with greater bin capacity, while 52% said *No*, suggesting that even with larger or multiple bins, they would still face challenges.

Respondents who could manage fortnightly garbage collection if they had bigger or additional bins



Graph 5: Respondents who could manage fortnightly garbage collection if they had bigger or additional bins

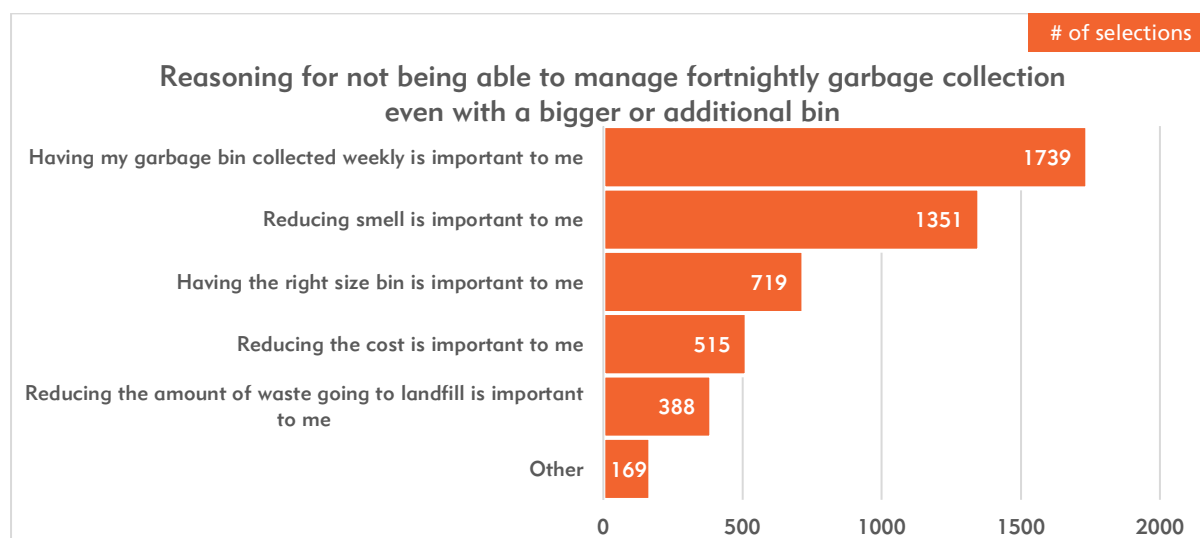
Among respondents who said they could not manage fortnightly garbage collection, 35% live in households with school-aged children, 26% with adult children, and 20% with young children aged 0–4 years. A further 26% of this group live either alone or with a partner. Note respondents could choose more than one category.



Graph 6: Household structure of those who said they could not manage fortnightly garbage collection even with a larger or additional bin

Among those who said they could not manage (answered *No* to Q8), the most dominant concern was the importance of weekly garbage collection (1,739 responses),

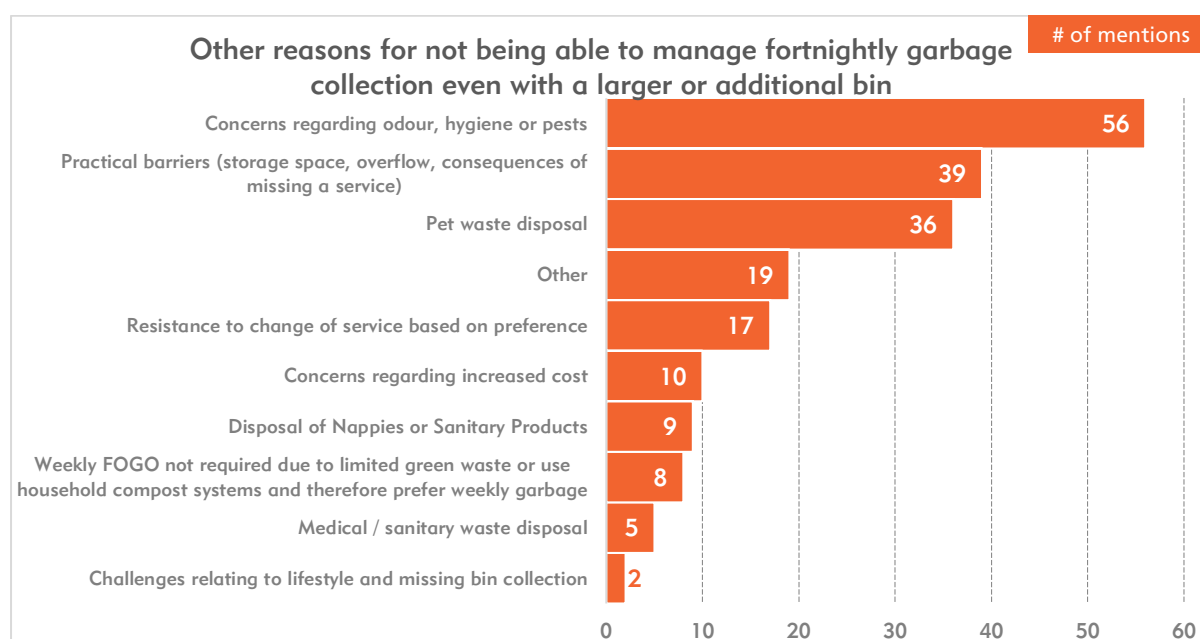
followed by a desire to reduce smell and hygiene issues (1,351). Other considerations included having the right bin size (719) and reducing cost (515), with fewer citing landfill reduction (388) as a priority.



Graph 7: Reasoning for not being able to manage fortnightly garbage collection even with a bigger or additional bin

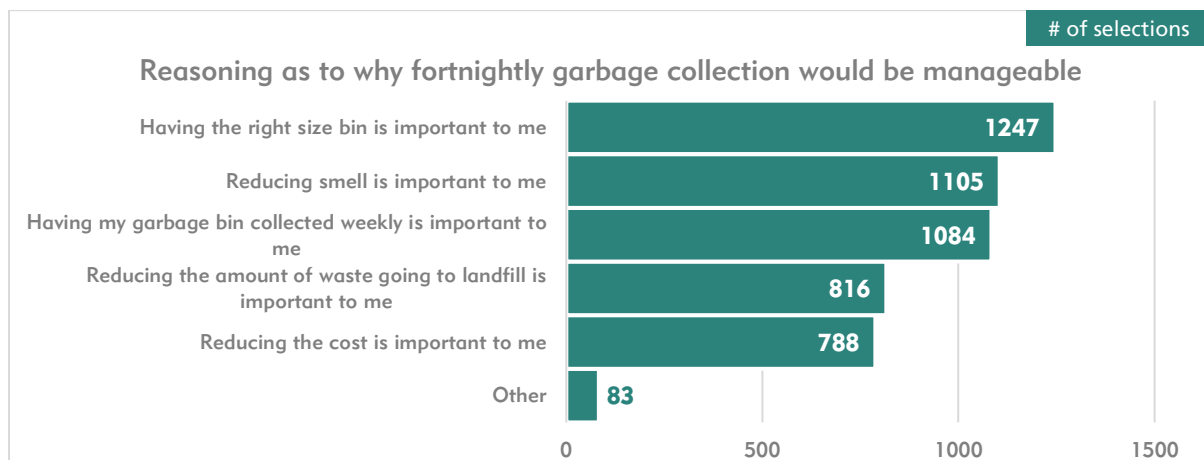
Of those who indicated they could not manage with fortnightly garbage, and provided a reason other than the above, the most frequently cited issue was concerns about odour, hygiene, or pests (56%), indicating strong apprehension about the potential health and amenity impacts of storing waste for extended periods, followed by practical barriers (39%), including limited bin storage space, overflow, or the risk of missed collections, and pet waste disposal (36%), which many residents felt could not be effectively managed on a fortnightly basis.

Smaller but notable themes included resistance to change (17%), concerns about increased costs (10%), and the disposal of nappies or sanitary products (8%). A small proportion also referenced medical waste (5%) and lifestyle constraints (2%).



Graph 8: Other reasoning for not being able to manage fortnightly garbage even with a bigger or additional bin

For those who said they could manage fortnightly garbage with a larger or additional bin, practical and environmental motivations were strongest. Having the right bin size (1,247) and reducing smell (1,105) were key enablers, while reducing waste to landfill (816) and cost savings (788) also featured prominently.

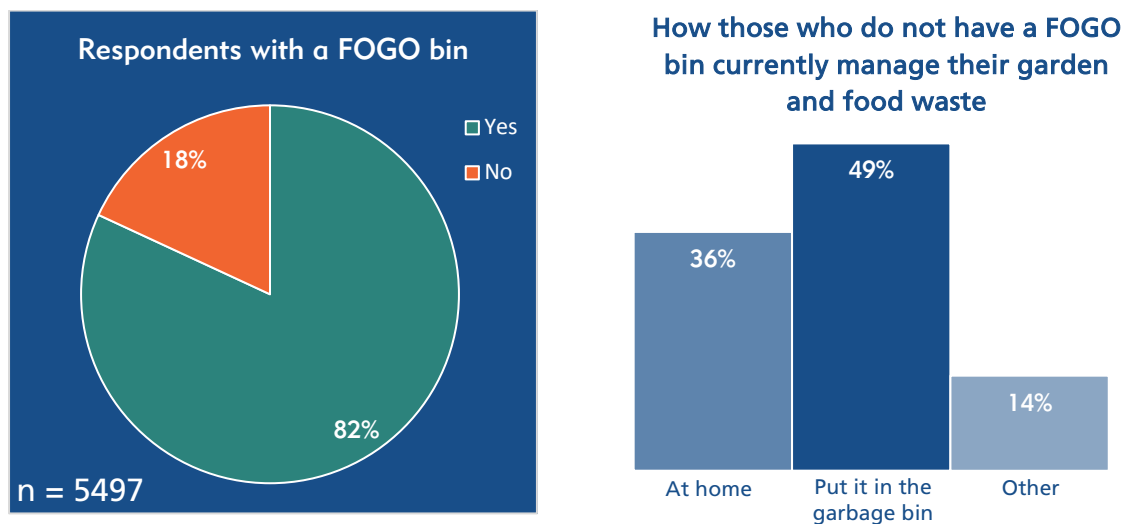


Graph 9: Reasoning as to why fortnightly garbage collection would be manageable

These results indicate a clear divide - while both groups value odour control and appropriate bin size, those supportive of fortnightly garbage collection are more motivated by environmental and efficiency outcomes, whereas those opposed to it are more driven by convenience and hygiene concerns.

3.1.3. Survey Responses; FOGO

Of the 5497 survey respondents, 82% indicated that they already had a FOGO bin and 18% indicated they did not. Of those that didn't have a FOGO bin, 49% currently dispose of their food waste using their garbage bin (this is supported by waste audit data which indicates 41% of current kerbside garbage is food organics), while a further 36% dispose of food waste at home through composting or other means.

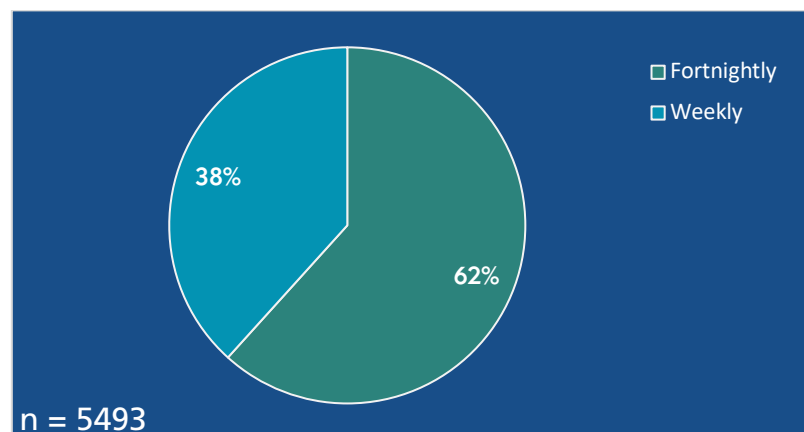


Graph 10: Respondents with a FOGO bin and how those who do not have a FOGO bin currently manage their garden and food waste

FOGO collection preferences

When asked their preference for fortnightly or weekly FOGO collection, Whitehorse residents indicated a strong preference for a fortnightly collection (62%) compared to weekly (38%).

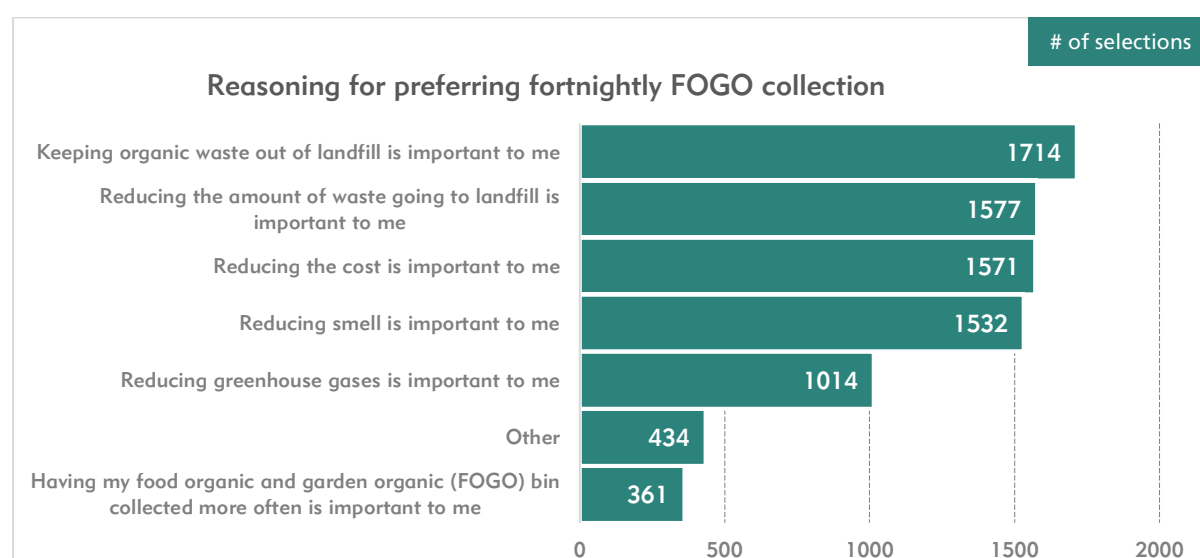
Preference for FOGO collection frequency



Graph 11: Preference for FOGO collection frequency

This preference was further explored by asking respondents to identify their reason for collection frequency. Respondents could choose from a list of options and pick as many as were relevant. This allowed a quantitative measure to be identified based on the number of times each selection was identified. Those who preferred fortnightly FOGO collection indicated the following were most important to them:

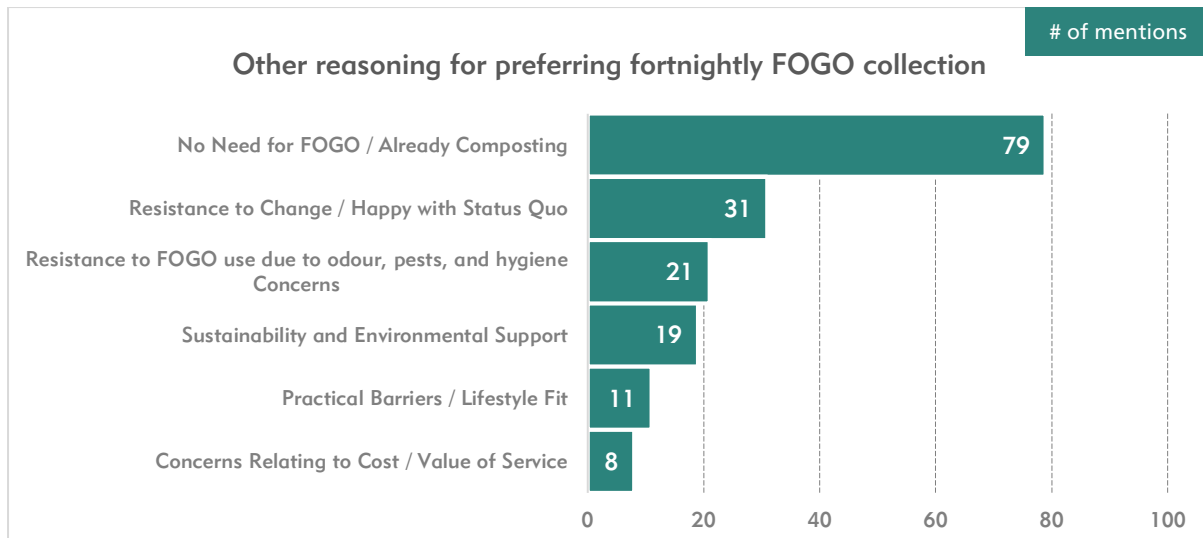
- Keeping organic waste out of landfill (1714 selections)
- Reducing waste going to landfill (1577 selections)
- Reducing costs (1571 selections)
- Reducing smells (1532 selections)



Graph 12: Reasoning for preferring fortnightly FOGO collection

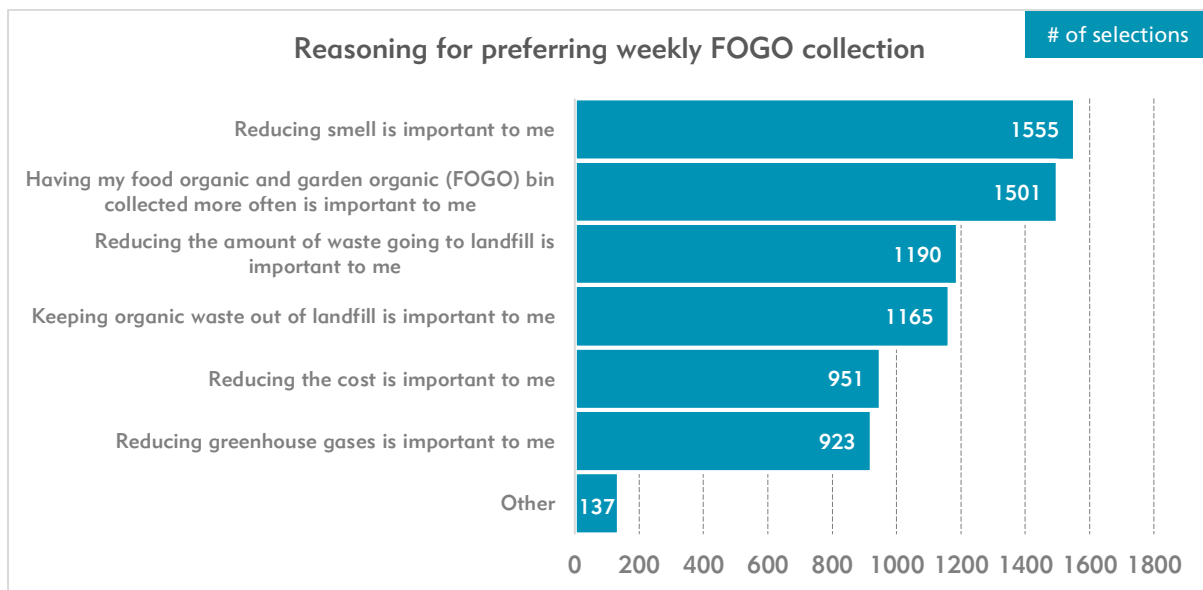
The small spread between these top priorities suggests residents see environmental and practical benefits as equally important. While “reducing smells” may appear inconsistent with a less frequent (fortnightly) collection, this may reflect perceptions that FOGO reduces overall odour by diverting food waste from the garbage bin, rather than a desire for more frequent pickups. It also potentially suggests a degree of confidence in managing odours at home through compostable liners, storage practices, and education.

Of those who chose fortnightly FOGO over weekly FOGO and indicated *Other* in their response, the major reasons provided for this choice was that they were already composting at home or had no need for a FOGO bin (79 mentions), or were resistant to the idea of changing collection frequency (31 mentions) or did not want to use FOGO for concerns with odours, hygiene and pests (21 mentions).



Graph 13: Other reasoning for preferring fortnightly FOGO collection

Overall, the rationale behind those residents who prefer a fortnightly FOGO collection, highlights that residents see the benefits of this frequency as both an environmental and cost-effective solution that meets their needs.

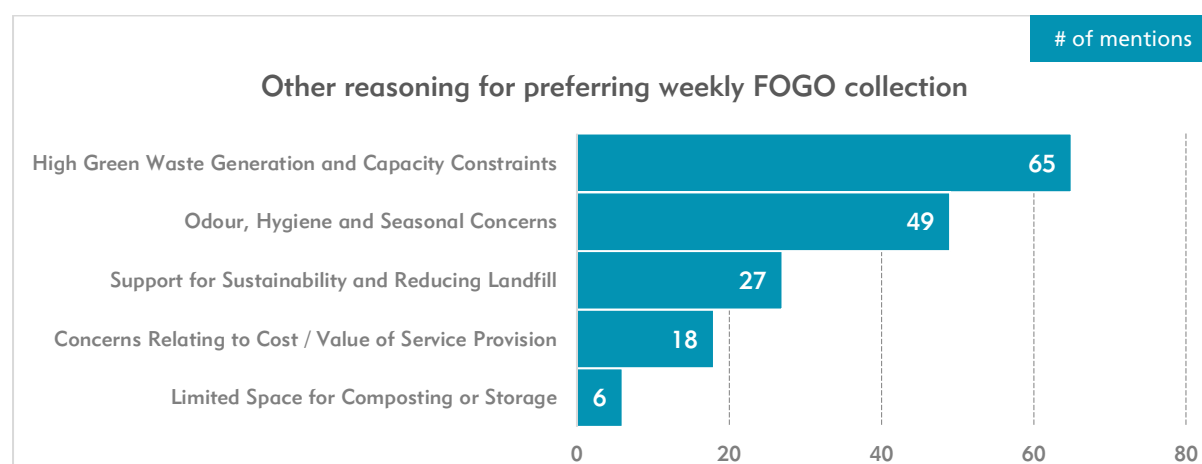


Graph 14: Reasoning for preferring weekly FOGO collection

Those who preferred weekly FOGO collection (38% of respondents) indicated the following were most important to them:

- Reducing smells (1555 selections)
- Having my FOGO bin collected more often (1501 selections)
- Reducing waste going to landfill (1190 selections)
- Keeping organic waste out of landfill (1165 selections)
- Reducing costs (951 selections)
- Reducing greenhouse gases (923 selections)

This segment of the community seems to place a higher importance on convenience, hygiene, and household management than those who preferred a fortnightly FOGO collection, highlighting a greater desire for regular removal of food organics to avoid odour and green bin overflow. Environmental reasons are also important for those preferring weekly FOGO collection, and reducing costs, while secondary was still an important factor, suggesting that some residents perceive weekly FOGO as offering better overall value or efficiency.



Graph 15: Other reasoning for preferring weekly FOGO collection

Of those who chose weekly FOGO over fortnightly, and indicated *Other* in their response, the major reasons provided were that they generated a significant amount of green waste (65 mentions), or had hygiene, odour or pest concerns (49 mentions).

In contrast to those in the community who preferred a fortnightly FOGO collection, weekly collection supporters appear more concerned about practical household factors, particularly odour and bin capacity, though both groups are aligned with broader environmental goals. This suggests a that with either collection frequency, Council may need to adopt a flexible service model which allows for offering larger FOGO bins or education on food waste management to ensure all household types can confidently participate in FOGO while supporting the City's sustainability objectives.

Overall, community feedback on FOGO collection demonstrates a commitment to sustainability, with environmental consideration, such as reducing landfill and greenhouse emissions being important to community regardless of their collection frequency preference, indicating broad understanding of FOGO's environmental value. While a majority of residents have indicated a preference for a fortnightly FOGO service, the findings show strong alignment with Council's broader aim to maximise diversion from landfill and improve environmental outcomes. Differences in preference may largely reflect household circumstances and confidence in their ability to manage food waste. Those favouring fortnightly collection appear comfortable with how they are currently dealing with food and organic waste and associated cost considerations and suggesting that these residents need greater confidence that a weekly FOGO service would deliver any practical benefit without adding complexity or cost. Feedback from focus groups suggests that the more informed the community are, the more likely they are to recognise the benefits of weekly FOGO. This is reinforced by the much higher preference for Option 2 in the focus groups (noting that is a non-representative sample

due to a small number of participants). However, the fact that only 5.2% of survey respondents downloaded the available information regarding the benefits of weekly FOGO/fortnightly garbage suggests that community preferences may be largely uninformed of these benefits.

It seems that while the Whitehorse community are motivated by environmental benefits they are largely unaware of any cost benefits of increasing diversion rates. This suggests that should Council consider a move to weekly FOGO, a targeted education campaign may be necessary to further emphasise the both the environmental and cost impact of weekly FOGO, as well as implementing flexible options for bin sizes and potential exemptions for those not requiring FOGO.

3.1.4. Focus Group Feedback on Garbage and FOGO Collection

Two focus groups were held for general community members (one of which was supported by translators who spoke Mandarin) to further explore the transition to four bins and were attended by 25 participants. These focus groups provided an opportunity for community members to receive more detailed information regarding the reasoning behind the transition, as well as unpacking the two options put forward by Whitehorse City Council for collection frequency of garbage and FOGO bins and the requirement for the new glass bin. The sessions provided an opportunity for attendees to ask Council's Waste team any technical questions or questions relating to their specific circumstances, as well as providing feedback to the following questions.

What do you like and/ or dislike about Option 1 (Weekly garbage/Fortnightly FOGO)?

Participants who preferred Option 1 noted that this would allow them to maintain their existing routines regarding waste collection and was particularly helpful for elderly residents who may find it difficult to change long established habits, or people living in smaller or single-person households who generated less organic waste. What participants didn't like about Option 1 was largely centred on capacity and seasonality, with households with large gardens reporting challenges with high volumes of FOGO, especially in spring/summer, leading to odour issues and the red bin filling up even with weekly collection. Several participants expressed surprise regarding 40% of current garbage bin contents being made up of FOGO stating that this was higher than expected. It was suggested that offering a larger 240L FOGO bin would help some people better manage garden waste.

What do you like and/ or dislike about Option 2 (Fortnightly garbage/Weekly FOGO)?

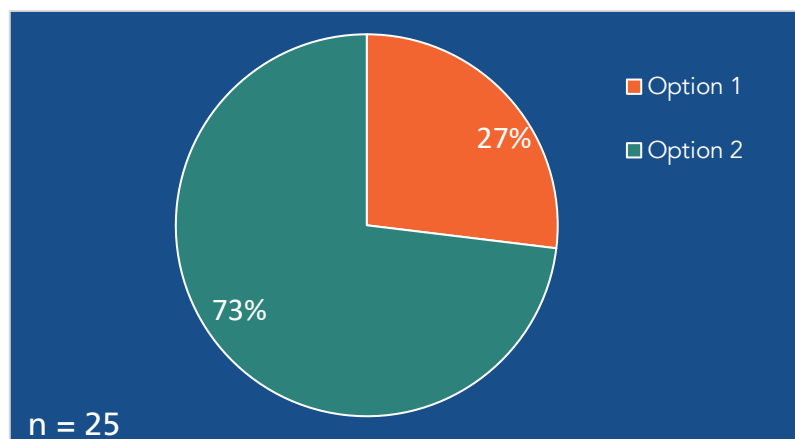
Participants supported Option 2 for its environmental benefits and long-term cost benefit. It was suggested that the community would be able to adapt to a change of service provision, especially younger households, if flexibility was offered regarding bin sizes and fee exemptions and if this was supported by more education regarding the benefits of making a change to fortnightly garbage and weekly FOGO. Participant concerns centred on capacity and flexibility, noting the 80L garbage bin may not suit all family sizes, ages, or habits, and households with disposable nappies/young children preferred a larger bin at no additional cost. The suggestion of fortnightly garbage

collection raised concerns with odour management, with some participants asking what measures Council proposes to address smells. Several people were comfortable if the change reduced Council fees, but many still wanted greater flexibility in bin sizes (e.g., ability to upsize garbage to 140L or adjust FOGO capacity) to match household needs.

Of the two options, which do you prefer? Why did you select this option?

Seven participants preferred Option 1, mainly because it requires minimal change and suits smaller/solo households with low FOGO generation, stating that they typically fill the FOGO bin fortnightly and find a 120L garbage bin adequate. Nineteen participants preferred Option 2, driven by environmental concerns/benefits (less landfill and emissions) and the potential to reduce waste costs/save money, noting it encourages more mindful consumption. They also highlighted the need for community education, bin-size flexibility—including the option to increase the red bin at no additional cost—and consideration for households with disposable nappies to keep the system practical and equitable.

**Attendees'
preference for
Option 1 or
Option 2**



Graph 16: Focus Group attendee preference for Option 1 or Option 2

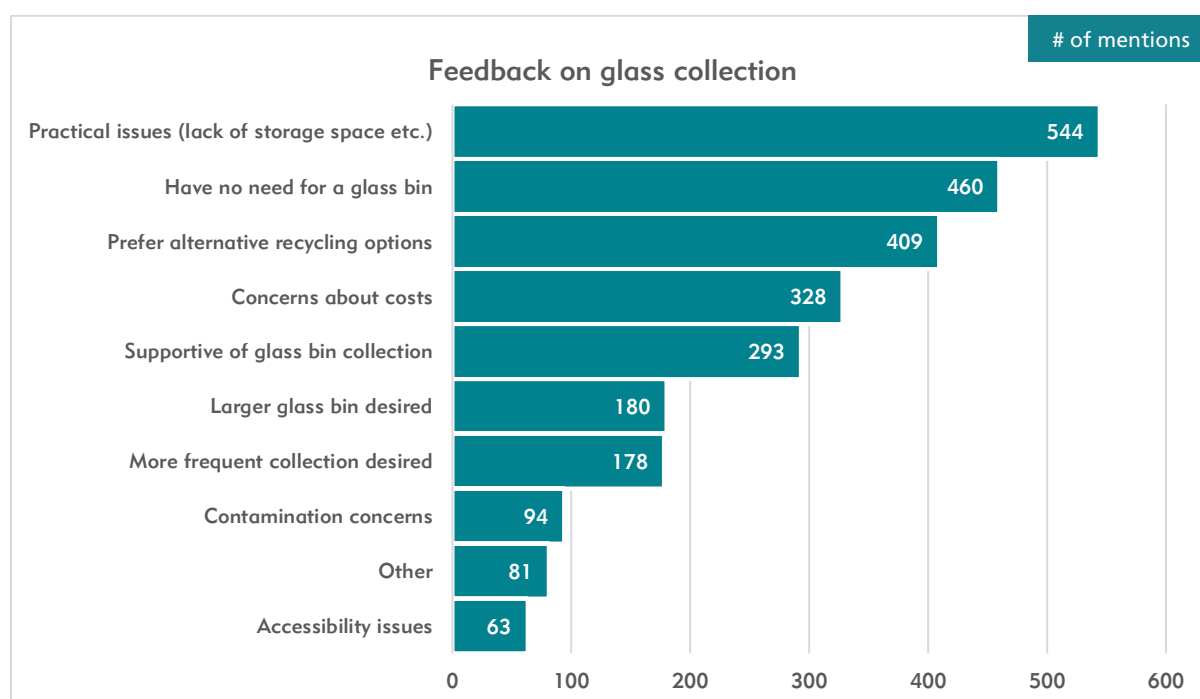
Is there anything else about the proposed changes to your kerbside waste collection that you would like Council to know?

To support the success of Option 2, participants highlighted the need for clear and ongoing education on how and why to use FOGO correctly, supported by simple visual guides regarding what can be placed in each bin which can be attached to bins and consistent messaging through schools, social media, and community channels. Flexibility in bin sizing was seen as essential, particularly for households with disposable nappies or limited space in MUDs, with requests for options to increase garbage bin capacity or downsize FOGO bins. Participants also suggested Council explore practical supports such as accessible or subsidised nappy-washing services and national campaigns encouraging reduced food waste and responsible purchasing. Improved transparency around where waste goes and financial incentives to encourage correct sorting were also viewed as key to building trust and participation.

3.1.5. SUDs Survey Responses: Glass

Feedback relating to the proposed 80L glass recycling bin collected every 4 weeks

Of the total number of survey respondents, 5147 indicated that they were living in single unit dwellings or in complexes with four or less households on the one site. Of these, respondents, 1851 provided feedback in relation to the proposed four-weekly, 80L glass collection service. Feedback was provided via the survey as open text comments. Respondents often made reference to multiple topics within their responses. These have quantified as 'number of mentions' in the data represented below.



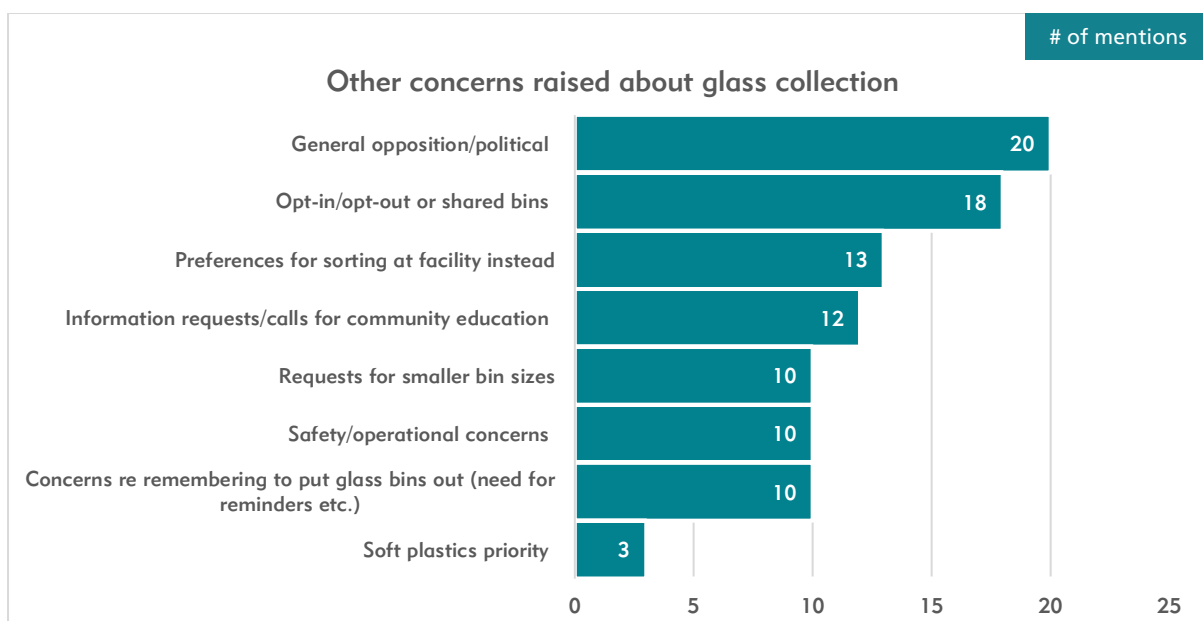
Graph 17: SUDs feedback on glass collection

This data relates to Single Unit Dwellings (SUDs). Refer to section 3.2.4 for data relating to Multi Unit Dwellings (MUDs).

Quantitative Theme	Summary
Supportive of glass bin collection	Comments were supportive of collection frequency or the need for a glass bin.
Practical issues (lack of storage space etc.)	Concerns about lack of bin storage, having to manage too many bins, and logistics for apartments/units. etc
Concerns about costs	Concerns re costs being passed on to ratepayers, that an additional service would be too expensive etc.
Prefer alternative recycling options	Suggestions that Collection Deposit Schemes (CDS) should be prioritise or a preference for using CDS or other glass recycling systems.
More frequent collection desired	Calls for weekly, fortnightly collections instead of the proposed 4-weeksly service.
Contamination concerns	Concerns regarding contamination of glass recycling from sharing bins or other wastes.
Accessibility / equity	Concerns about elderly, disabled, or disadvantaged households struggling with the system.

Have no need for a glass bin	Comments relating to not requiring a glass collection service due to low levels of glass waste
Larger glass bin desired	Comments suggesting that an 80L glass bin would not be sufficient to manage glass waste.
Other	General comments, opposition to government decision-making, calls for shared models and more community education etc.

Of greatest concern to those who provided feedback were the logistical implications of having to manage four bins (544 mentions), with many identifying that they lacked either the storage space or nature strip spaces to keep four bins. This was particularly the case for respondents living on properties with multiple dwellings. A significant number of respondents identified that they did not have a need for a glass bin (460 mentions), as they did not generate a significant amount of glass waste. This was further supported by comments relating to respondents' use of the Container Deposit Scheme (CDS) or other alternative glass recycling options, including calls for communal drop off locations, which were raised 409 times. Concerns about additional costs associated with the new glass bin (328 mentions) were also a significant source of respondent concern. Other areas of respondents' feedback were a desire for larger glass bins (180 mentions) or more frequent collections (178 mentions) and concerns around accessibility issues (63 mentions), including concerns that managing four bins for elderly residents or those living with disabilities may be unmanageable.

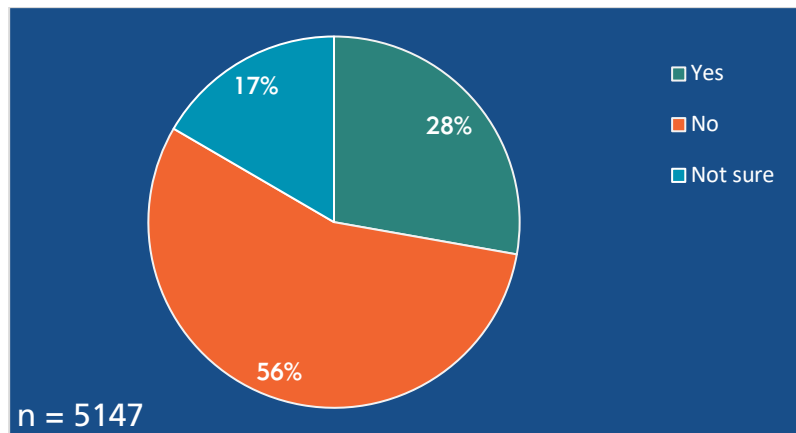


Graph 18: Other concerns from SUDs community on glass collection

Other areas of concerns to those who provided feedback were comments relating to general opposition or anti-government sentiment (20 mentions), a desire to be able to opt out of glass collection (18 mentions), a preference to continue to use the mixed recycling bin for glass and for this to be sorted at a facility (13 mentions) and calls for greater community education and information regarding glass recycling and a desire for smaller glass recycling bin options. Other respondents expressed concern about having to remember to put out the glass bin once a month and called on Council to establish a reminder system.

Not all respondent feedback was negative however, with some respondents providing supportive feedback (293 mentions). This included comments regarding the importance of glass recycling as well as support for the size and frequency of the proposed glass collection service.

SUDs respondents who would consider sharing a glass bin with their neighbour if they do not have enough room for an individual bin



Graph 19: SUDs respondents who would consider sharing a glass bin with their neighbour if they do not have enough room for an individual bin

When asked whether respondents would consider sharing a glass bin with a neighbour if they did not have room for an individual bin, a majority of respondents (56%) indicated that they would not be willing to share, while 28% indicated that they would be willing to share. A further 17% indicate that they were unsure about sharing a glass bin.

Overall, it seems that there is significant community resistance to the introduction of a glass bin, with many respondents citing concerns re the logistics of strong and managing an additional bin. Low levels of glass waste, concerns about increasing costs of adding an additional service and a preference for alternate means of glass recycling were all strong sentiments within respondent feedback.

However, some respondents were positive about the initiative, suggesting that if a flexible approach was implemented and supported by greater community education and practical supports, such as shared models of larger/smaller bins where necessary, the introduction of the new glass bin may be manageable for many Whitehorse residents.

3.1.6. Focus Group Feedback on Glass Collection

While attendees at the general community focus groups were not specifically asked questions regarding the introduction of the proposed glass bin, the issue of glass collection was of particular interest to attendees. Many focus group participants questioned the need for a kerbside glass collection, suggesting that there were preferable ways to deal with glass recycling rather than introducing an additional bin. These included community drop-off points, or more Container Collection Scheme locations. Some suggested less frequent collection could be more efficient as they had little need for a glass recycling service.

Some attendees, particularly in those who lived in townhouses or MUDs, wanted an opt out glass collection service citing lack of space, difficulty with moving bins, or low glass waste generation and additional costs as their primary concerns. Overall, participant sentiment at the general community focus groups regarding the introduction of a glass bin was negative. Whilst participants were supportive of the need to recycle glass, most did not agree that the introduction of a new bin was the most efficient mechanism.

3.2. MULTI-UNIT DWELLINGS (MUDS)

3.2.1. Summary

Residents living in Multi-Unit Dwellings (MUDs), i.e. properties with more than four households on a site such as units or apartments, expressed both strong environmental values and a range of practical concerns in response to the proposed kerbside waste service changes.

Survey data indicated mixed views on sharing FOGO bins, with many residents preferring individual bins for reasons of equity, hygiene, and accountability for good waste behaviours. Practical constraints such as limited storage and kerbside space were common, while those supportive of shared arrangements viewed them as a practical necessity in response to a lack of storage or nature strip space. Focus group participants echoed these concerns, noting that shared bins could be challenging where waste volumes or behaviours differ between households, and that success of any shared bin arrangement would depend on effective management and cooperation among neighbours.

Attitudes toward shared glass bins were more positive overall. Many respondents viewed sharing as a practical solution reporting low glass waste volumes and restricted storage space, though community concerns regarding contamination, misuse, and who would be responsible for maintaining shared bins were commonly expressed.

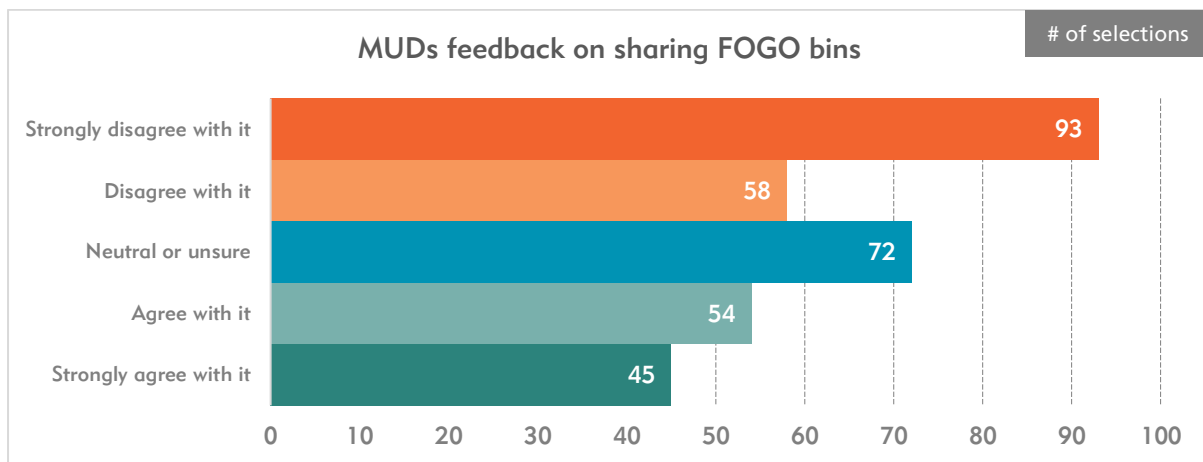
Focus group discussions also highlighted strong support for Option 2 (weekly FOGO, fortnightly garbage), which participants viewed as more sustainable and cost-effective. However, residents emphasised the need for clear communication about service changes, cost implications, and the rationale for introducing a separate glass bin.

Overall, MUD residents supported the environmental intent of the proposed system but stressed the importance of flexibility, transparent information, and service models that reflect the realities of high-density living.

Key Takeaways

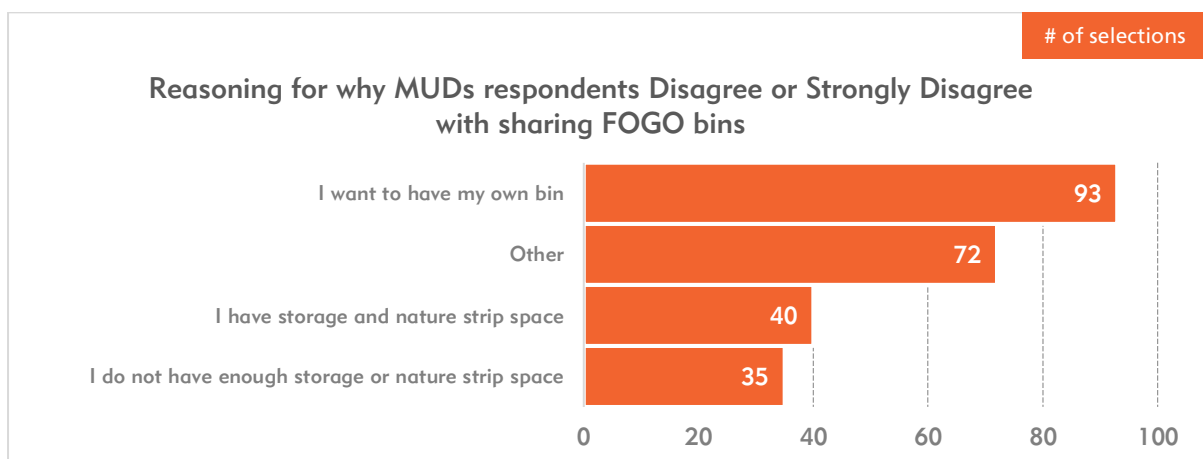
- 47% of respondents living in MUDs were against the idea of sharing FOGO bins, citing the desire for their own bins, practical concerns re sharing bins for those living in smaller MUDs (as opposed to high-rise apartments), and bin capacity concerns for those with high amounts of green waste as the most common reasons for not wanting to share.
- 31% agreed with the idea of sharing a FOGO bin with neighbours with limited storage or nature strip space as the greatest driver.

- 84 respondents provided feedback on the proposed shared glass bin collection frequency with 27% of comments including concerns that four weeks was too infrequent, 23% of comments expressed concerns regarding sharing a glass bin with neighbours. 23% of comments were supportive of sharing glass bins.
- 71% of respondents who lived in MUDs indicated that they were either supportive or neutral when asked whether they would share a glass bin with neighbours, with not having enough glass waste and not having enough storage space as the major reasons
- Confusion exists around the need and practicality of glass collection and its cost implications suggesting more community education and communication may be required.



Graph 20: How strongly MUDs respondents agree or disagree with sharing FOGO bins

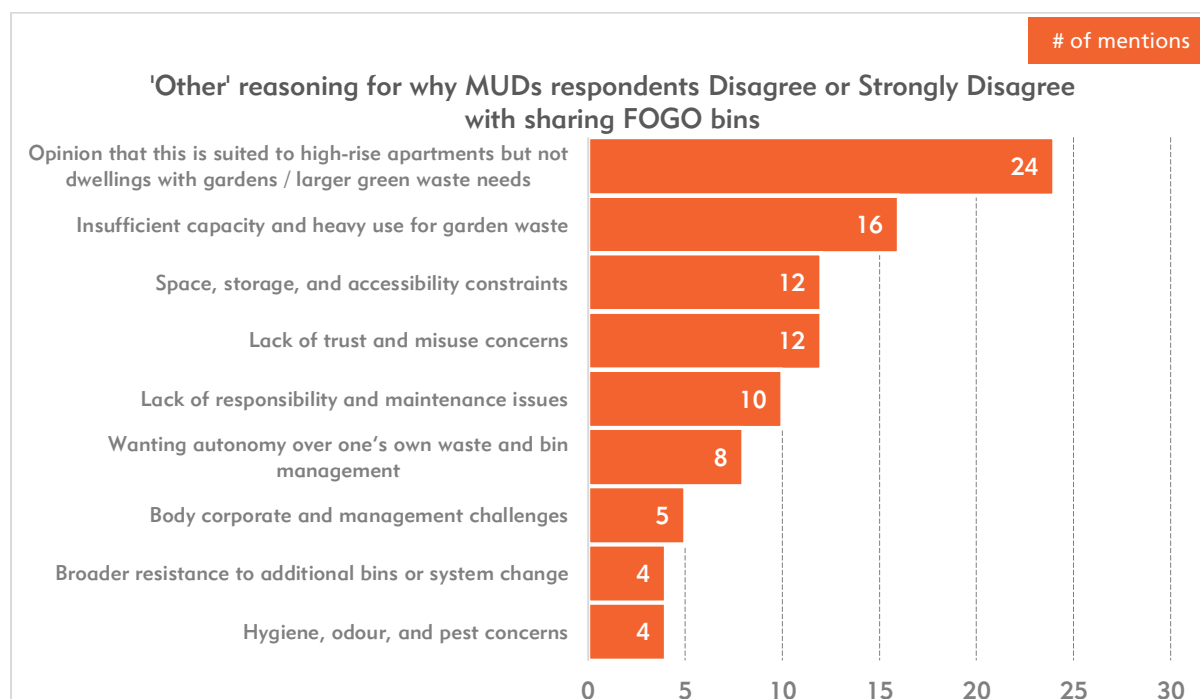
Respondents living in MUDs were asked their opinion of potentially sharing FOGO bins. Of the 322 respondents, 47% (151) were against the idea of sharing (with 29% strongly disagreeing and 18% disagreeing) whilst 31% (99) were in agreeance (17% agreeing and 14% strongly agreeing). A further 22% (72) were neutral or unsure.



Graph 21: Reasoning for why MUDs respondents disagree or strongly disagree with sharing FOGO bins

For those who were against the idea of sharing a FOGO bin with neighbours, the most often cited reason was that that they wanted their own bin (93 mentions), followed by

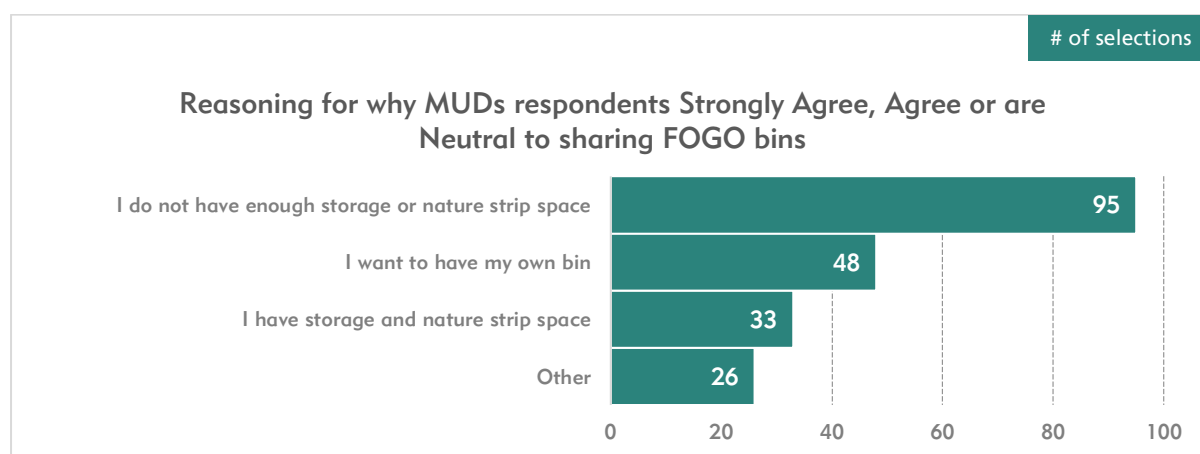
Other (72 mentions) and having storage and nature strip space (40 mentions and not having storage or nature strip space (35 mentions).



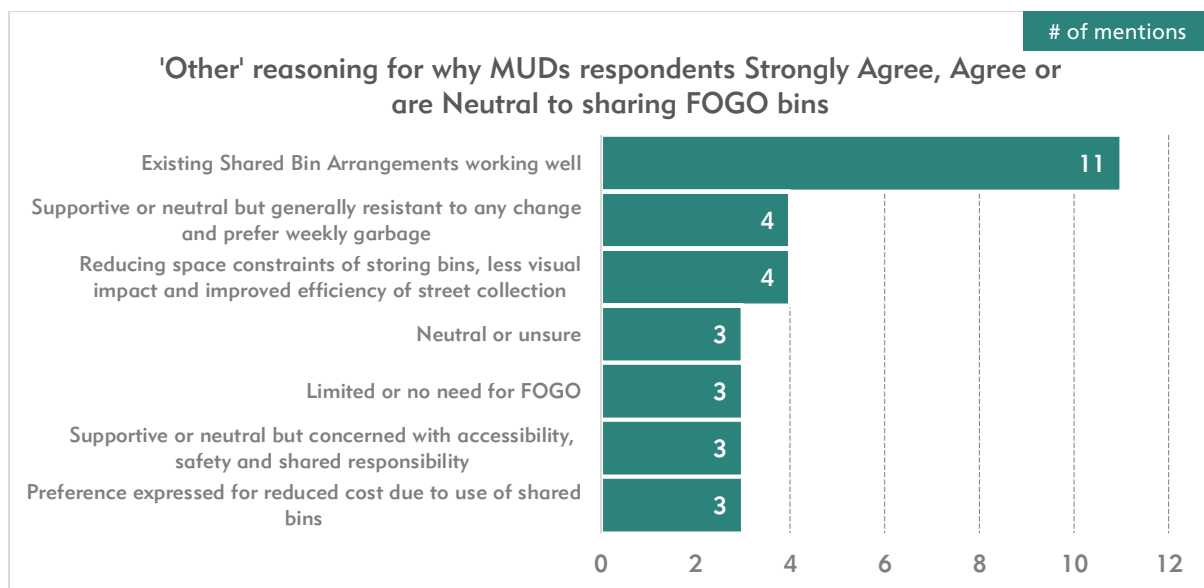
Graph 22: Other reasoning for why MUDs respondents disagree or strongly disagree with sharing FOGO bins

Of those who indicated *Other*, the main reasons were concerns re amount of green waste for some MUDs (other than high-rise apartments) (24 mentions), not having enough green waste (16 mentions) and storage and accessibility constraints (12 mentions), as well as lack of trust and issue concerns (12 mentions), and a lack of responsibility and maintenance issues (8 mentions).

These results indicate that those who are opposed to sharing are driven by a desire for individual control and ownership with many simply wanting their own bin, citing concerns about fairness, cleanliness, and accountability. Additionally, there are practical concerns such as limited storage space and inadequate nature strip access or space. Others expressed trust and maintenance concerns, indicating concerns that shared systems could lead to misuse, waste contamination, or disputes with neighbours.



Graph 23: Reasoning for why MUDs respondents agree, strongly agree or are neutral to sharing FOGO bins



Graph 24: Other reasoning for why MUDs respondents agree, strongly agree, or are neutral to sharing FOGO bins

For those that were supportive or neutral in their response to sharing FOGO bins, the main driver was a lack of storage space (95 mentions), followed by a desire to have their own bin (48 mentions) and having adequate storage or nature strip space. Of those who indicated Other in their response, the main reason was that they already had shared bin arrangements in place, and these were working well (11 mentions).

Responses from MUD residents reveal mixed attitudes toward sharing FOGO bins, with a majority not supportive of the idea. This suggests that if Council were to pursue this option, it may require site specific and flexible approaches to adapt to the variety of built form and infrastructure needs across the various MUD typologies, including a need for implementation planning to enable requests for MUDs to have their own FOGO bin (especially in those MUDs that have existing individual bin configurations) if they have sufficient storage space or if there is not a shared cost arrangement. However, nature strip space may become a concern if all dwellings in the unit had their own FOGO bin.

3.2.2. Focus Group Feedback (MUDs) – Garbage & FOGO

A focus group for people living in MUDs was attended by 15 community members. This focus group provided an opportunity for participants to receive more detailed information regarding the reasoning behind the transition, as well as unpacking the two options put forward by Whitehorse City Council for collection frequency of garbage and FOGO bins and the requirement for the new glass bin. Specifically, it provided an opportunity to explain the proposed shared bin arrangements for those living in MUDs and to seek feedback. The session also provided an opportunity for attendees to ask Council's Waste team any technical questions or questions relating to their specific circumstances. Participant responses are detailed below.

MUDs: Option Preference

What do you like and/ or dislike about Option 1 (Weekly garbage/Fortnightly FOGO)?

Feedback from participants indicated that they considered Option 1 to be less hygienic and not practical to manage food and organic waste. Participants identified that Option

1 was less sustainable and did not deliver on the environmental and cost-saving goals of Council. Additionally, participants identified that it did not prompt a change in community waste behaviours which was necessary to meet their environmental and cost-saving aspirations.

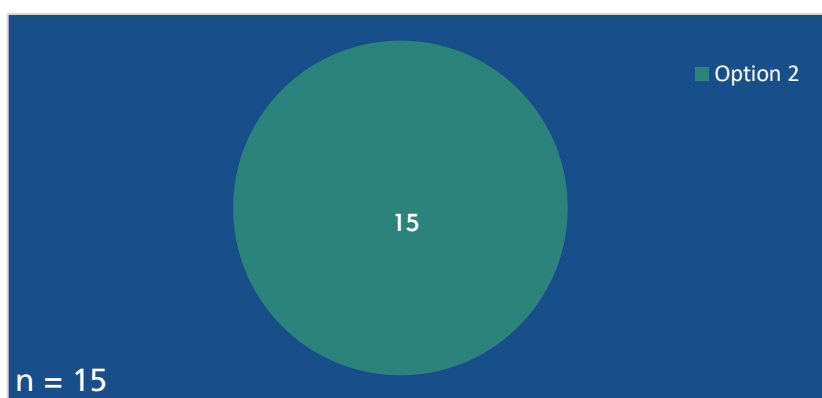
What do you like and/ or dislike about Option 2 (Fortnightly garbage/ Weekly FOGO)?

Participants identified that Option 2 was better for the environment as more organic waste would be kept out of landfill. They also perceived that there were cost benefits by reducing the amount of waste that went to landfill. Some participants questioned whether Option 2 would have cost impacts for those residents without gardens and/or who generate less organic waste. Others expressed uncertainty about bin sizes and flexibility of service provision, identifying that they may need smaller bins. Many felt 80L FOGO bins would be sufficient and preferred a 120L garbage bin.

Of the two options, which do you prefer? Why did you select this option?

Option 2 was the unanimous preference for participants who attended the focus group with many stating that hearing more about the reasoning behind fortnightly garbage and understanding the environmental and cost benefits had been instrumental in changing their preference between Option 1 and Option 2.

**Attendees'
preference for
Option 1 or
Option 2**



Graph 25: MUDs Focus Group Attendee preference for Option 1 or 2

MUDs: Feedback on Shared Bin approach

Participants understood the rationale for sharing bins and potential space and cost savings, particularly for small complexes, and saw benefit in building relationships with neighbours through sharing bins. However, the majority identified practical challenges with the idea of shared bins e.g., who would store the shared bin and be responsible for taking it to the kerbside, lack of shared space to store a bin, and gaining access to a bin if it was not stored in a shared space. Participants also raised concerns regarding potential inequity if the parties sharing the bins did not require the same waste collection service or produced differing amounts of waste. Lastly, participants raised concerns that sharing bins could lead to animosity between neighbours, increased contamination if parties did not apply the same diligence to sorting their waste and an overall lack of accountability leading to “people putting the wrong things in the wrong bins.”

Is there anything else about the proposed changes to your kerbside waste collection that you would like Council to know?

Many participants in the focus group emphasised the limited amount of space within MUDs, noting that four bins would be difficult to store without sacrificing garage or car space. Several suggested that smaller bin sizes, ideally 80 litres, should be available across all types of waste to make storage more manageable and to suit their waste requirements.

Participants also expressed confusion about the introduction of a fourth (glass) bin, and question why both kerbside glass collection and drop-off hubs were needed, and whether introducing a new system for glass recycling would duplicate existing recycling efforts and just introduce an additional cost to residents.

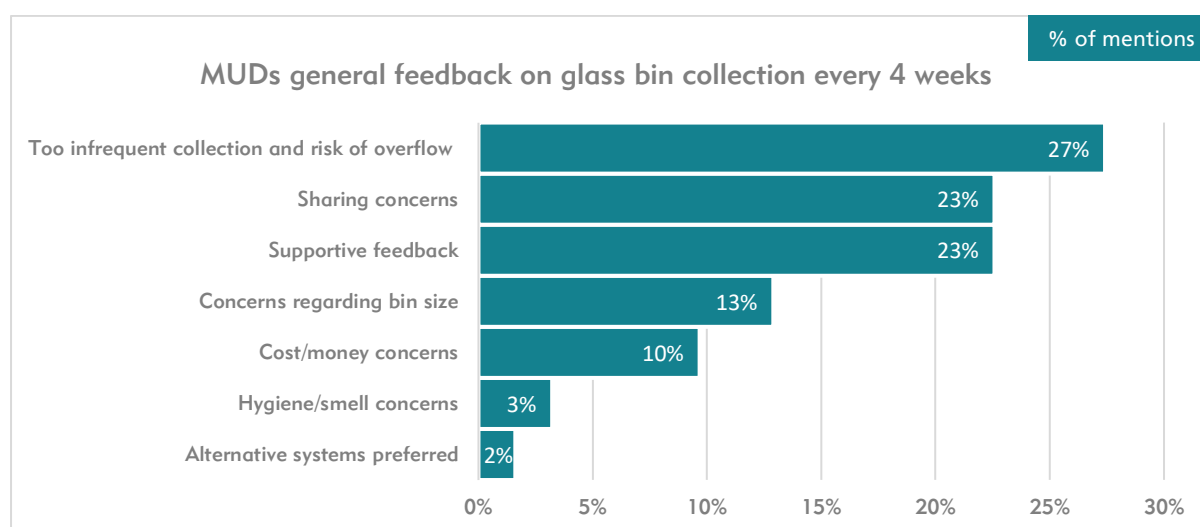
A number of participants called for greater transparency around costs, expressing a desire for information on how the proposed options would affect their rates, particularly for households that do not generate garden waste. Some residents living in shared developments or retirement villages raised concerns about being charged the same amount for a potentially reduced service.

Participants also expressed broader concerns about their lack of trust in recycling systems, asking whether recyclable materials are genuinely processed and how Council ensures accountability across waste streams. A few suggested that Whitehorse should look to European models for simpler, more effective waste systems, while others asked practical questions such as whether glass should be collected with lids on, how food waste should be bagged, and who would manage shared bin logistics.

3.2.3. MUDs Survey Responses: Glass

Feedback relating to the glass recycling bin proposed to be collected every 4 weeks

Residents living in MUDs were asked whether they had feedback on the proposed 4-weekly glass collection service, with 84 respondents providing feedback.

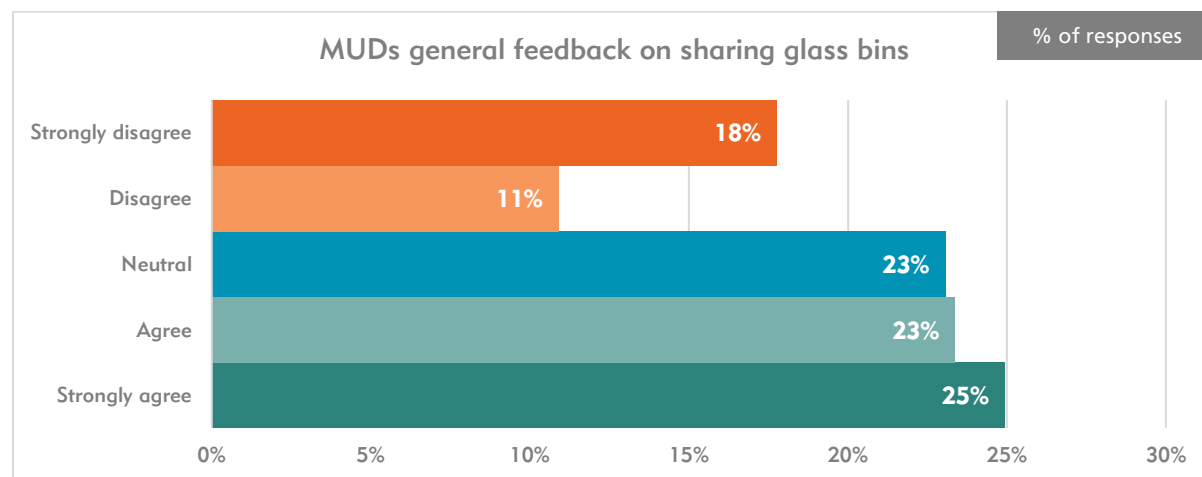


Graph 26: MUDs general feedback on glass bin collection every four weeks

Of these 27% of respondents were concerned that four weeks was too infrequent risking overflow of glass waste. 23% of respondents indicated they had concerns

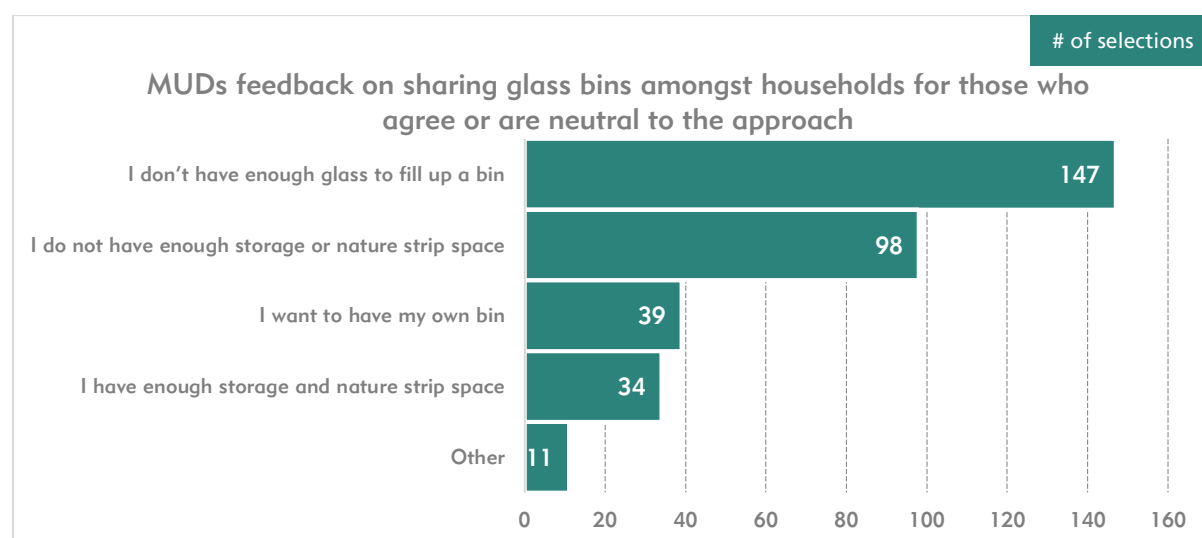
regarding sharing glass bins with neighbours. A further 13% indicated they thought an 80l glass bin was either too big or too small, and 10% had concerns regarding additional costs of the glass collection service. However, 23% of respondents providing general feedback indicated that they were supportive of sharing glass bins.

Feedback relating to shared glass bins



Graph 27: MUDs general feedback on sharing glass bins

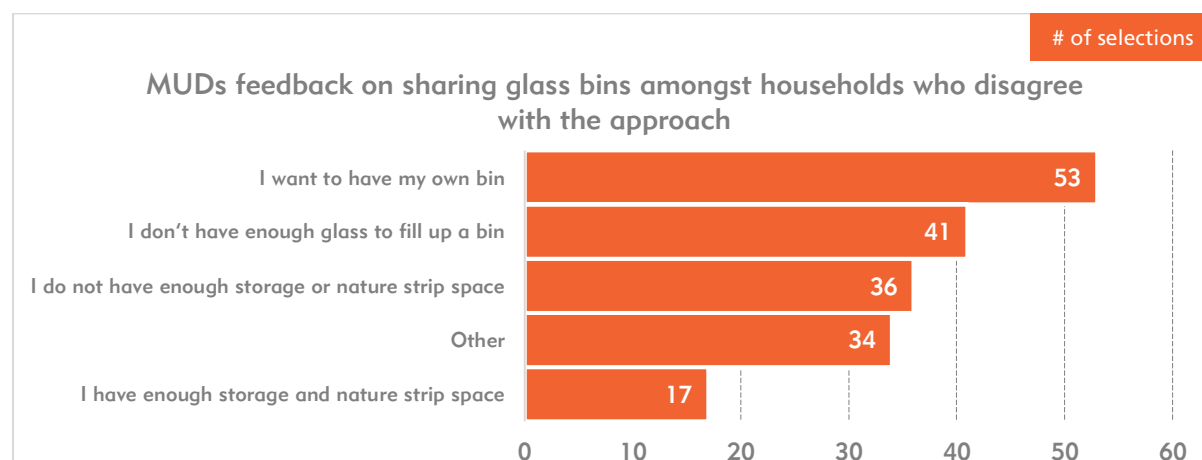
When asked directly whether they were supportive of sharing a glass bin, 48% of respondents who lived in MUDs indicated that they were supportive (25% Strongly Agree, 23% Agree), 23% were neutral and 29% were not in favour (18% Strongly Disagree, 11% Disagree).



Graph 28: MUDs feedback on sharing glass bins amongst households for those who agree or are neutral to the approach

Of those who were supportive or neutral to the proposal to share glass bins, the main drivers for their decision were that they did not produce enough glass waste to fill up their own bin (147 selections) and they didn't have enough storage or nature strip space (98 selections). 13 of the respondents who said they agreed with shared glass bins and 26 who were neutral or unsure, also selected the option that they want to have their own bin.

Although supportive of sharing glass bins, the majority of *Other* feedback included concerns regarding misuse by other residents, overflow or logistics such as where to store shared bins and who would be responsible for managing them.



Graph 29: MUDs feedback on sharing glass bins amongst households for those who disagree with the approach

Of those who disagree with the proposal to share glass bins, the main reason was a desire to have their own bin (29%), followed by not having enough glass to fill a bin (23%), not having enough storage or nature strip space (20%) and Other (19%). For those who chose *Other*, feedback related to concerns of misuse by other residents, logistics of who would manage the service and safety concerns regarding interactions with neighbours. Other less frequent feedback included hygiene concerns, overflow issues or increased costs associated with body corporate fees for managing the bin service.

Overall, MUD residents expressed mixed views on the proposed four-weekly glass collection service. While some were concerned about infrequent collection and potential overflow, many supported shared glass bins as a response to limited storage space and low glass waste volumes. Even among those respondents who were supportive, concerns remained about misuse, management of shared arrangements, maintenance, and accountability

3.3. HOUSEHOLDS WITH DISPOSABLE NAPPIES

3.3.1. Summary

Households with disposable nappies face distinct waste management challenges which may be exacerbating by moving to fortnightly garbage, including concerns regarding hygiene, odour, and volume of waste. Survey results show 92% could not manage fortnightly garbage, with none indicating they could cope without extra support. Most requested larger or additional bins at no extra cost, highlighting bin capacity and not household behaviour as the key barrier to any change in garbage collection frequency.

While 69% preferred fortnightly FOGO, this likely reflects a desire to retain weekly garbage rather than opposition to more frequent FOGO. Environmental and cost factors also influenced preferences, though hygiene remained the dominant concern.

Focus group feedback mirrored these findings, with participants split evenly between Option 1 (weekly garbage/fortnightly FOGO) and Option 2 (fortnightly garbage/weekly FOGO). Option 2 was viewed positively only if larger or flexible bins were provided.

Key Takeaways

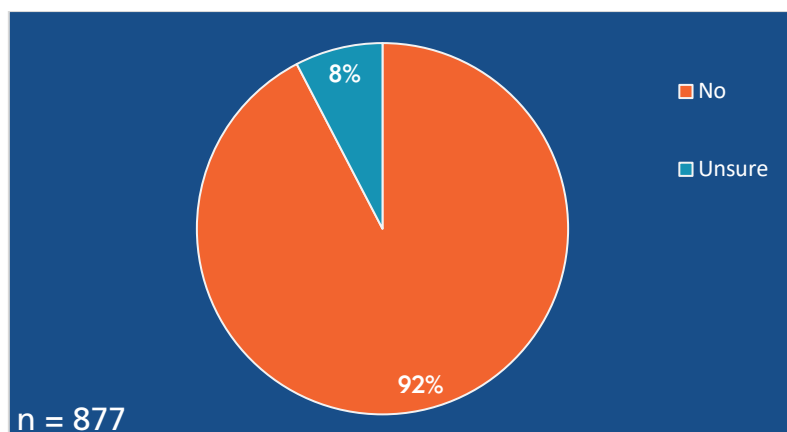
- 92% of respondents from households with disposable nappies indicated that they cannot manage fortnightly garbage, noting hygiene and odour management as their key concerns.
- To manage fortnightly garbage, households with disposable nappies would require larger or additional bins at no additional cost, as bin capacity is the main constraint.
- Larger or additional garbage bins for high-waste households were widely supported.
- Households with disposable nappies identified confusion remains about FOGO and glass bin use.
- Cost sensitivity is high in households with disposable nappies, suggesting additional or larger bins should not incur extra charges.

3.3.2. Survey Responses

Option Preference

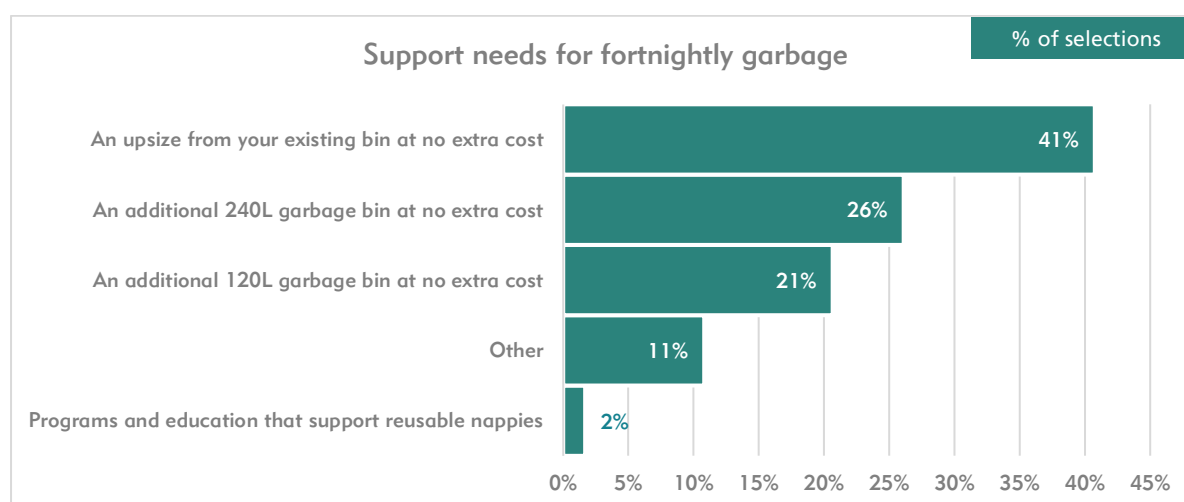
Of the total survey respondents of 5497, 877 identified that they were living in a household with disposable nappies. When asked whether they could manage fortnightly garbage if FOGO was collected weekly, a significant majority of respondents (92%) indicated that they would not be able to, with a further 8% indicating that they were unsure. None of the respondents who identified as living with disposable nappies indicated that they could manage with fortnightly garbage if FOGO was collected weekly. This suggests that for this cohort, current garbage volumes, combined with hygiene considerations, make fortnightly collection unworkable.

Respondents who could manage fortnightly garbage collection if FOGO was weekly



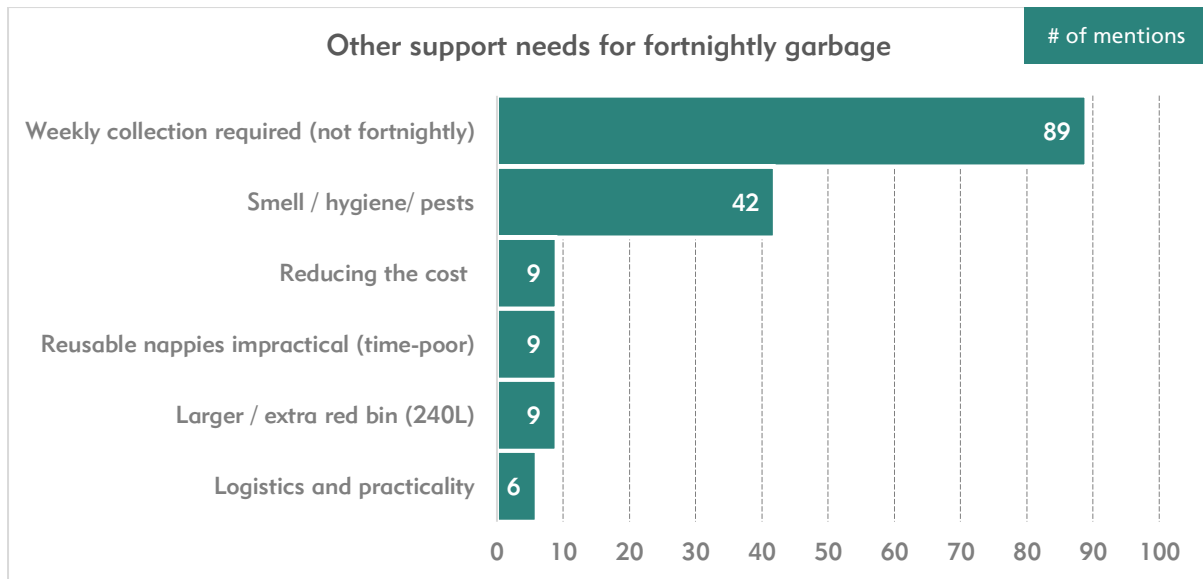
Graph 30: Households with disposable nappies respondents who could manage fortnightly garbage collection if FOGO was weekly

Respondents living with disposable nappies were then asked what support might be needed to help them manage fortnightly garbage, with 415 indicating that they would require a larger bin at no extra cost. A further 26% indicated that they would require a 240-litre garbage bin to manage fortnightly garbage and another 21% indicated that they would need an additional 120-litre garbage bin. 11% of respondents chose *Other* from the list of supports.



Graph 31: Households with disposable nappies support needs for fortnightly garbage

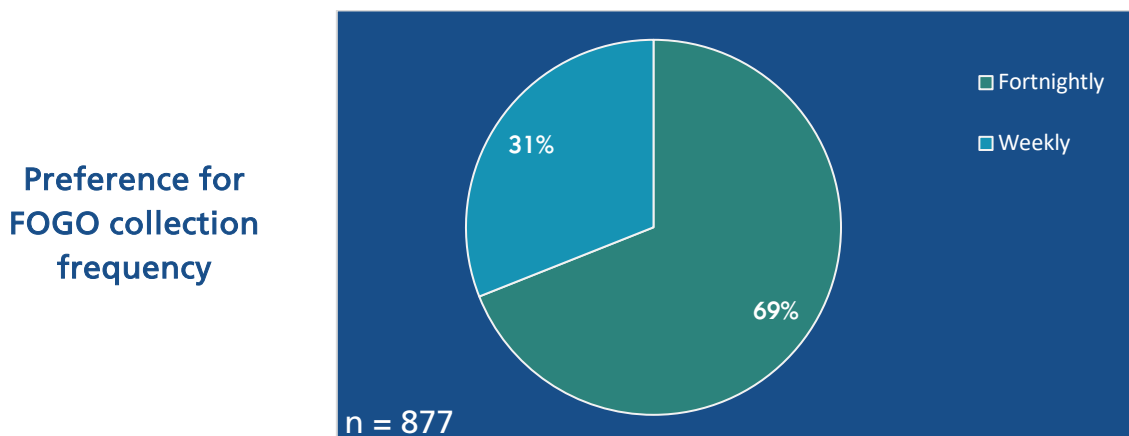
These results suggest that the issue is less about awareness or willingness to separate waste, and more about the physical limitations of current bin capacity relative to the amount of household waste they are generating.



Graph 32: Other support needs for Households with disposable nappies for fortnightly garbage

Of those who chose *Other*, the highest-ranking reason was that they required weekly garbage collection (89 mentions), followed by smell, hygiene and pest concerns (42 mentions). Other reasons were reducing costs, the impractical nature of reusable nappies and that they would require a larger or additional garbage bin (all with 9 mentions). These comments indicate that for many households with disposable nappies, waste which is related to health, comfort, and sanitation is viewed as incompatible with extended garbage storage times. This is likely to be particularly true during warmer months.

These results highlight that households living with disposable nappies represent a distinct cohort with specific and significant challenges in their ability to manage any reduction in garbage collection frequency.

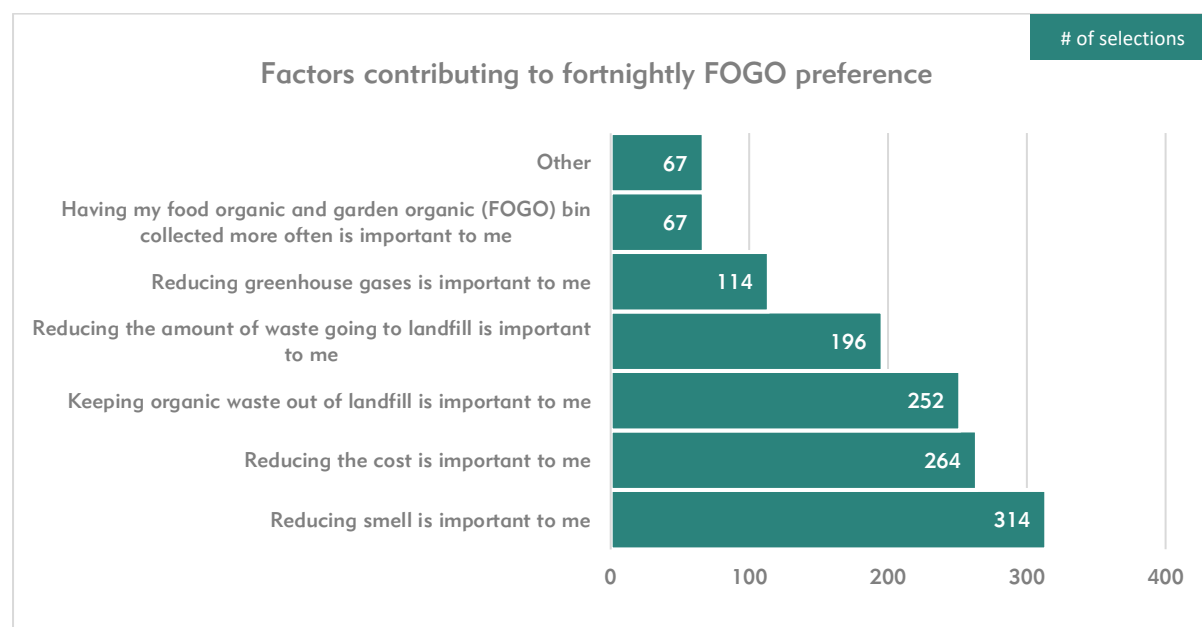


Graph 33: Households with disposable nappies preference for FOGO collection frequency

When asked their preference for FOGO collection frequency, 69% of respondents living in a household with disposable nappies indicated they would prefer fortnightly FOGO and 31% indicated a preference for weekly FOGO.

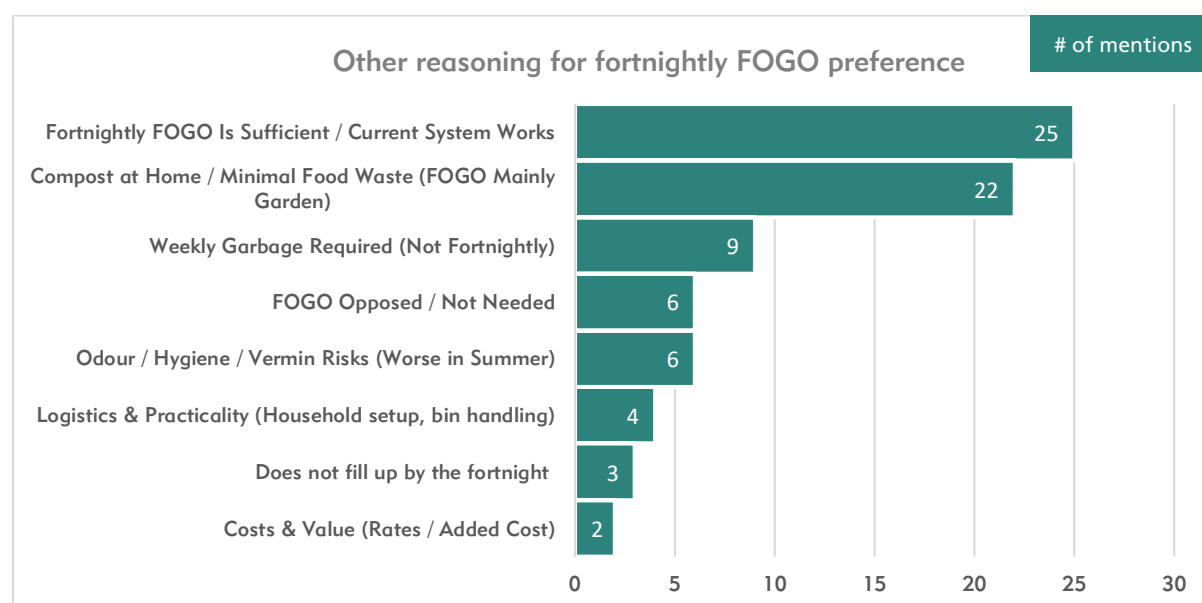
Factors which were important to those preferring fortnightly FOGO included:

- Reducing smells was important (314 mentions)
- Reducing costs (264 mentions)
- Keeping organic waste out of landfill (196 mentions)
- Reducing the amount of waste going to landfill (114 mentions)



Graph 34: Households with disposable nappies reasoning for fortnightly FOGO collection preference

While some of these results seem contradictory e.g. a desire to reduce smells resulting a preference for fortnightly FOGO, the real driver may be respondents' preference for weekly garbage (in order to reduce the smell of disposable nappies) and therefore a preference for fortnightly FOGO as this implies weekly garbage collection. This is backed up by the fact that cost, environmental and sustainability factors also score highly for these participants, even though they have chosen fortnightly FOGO which may lead to poorer sustainability and more costly outcomes.

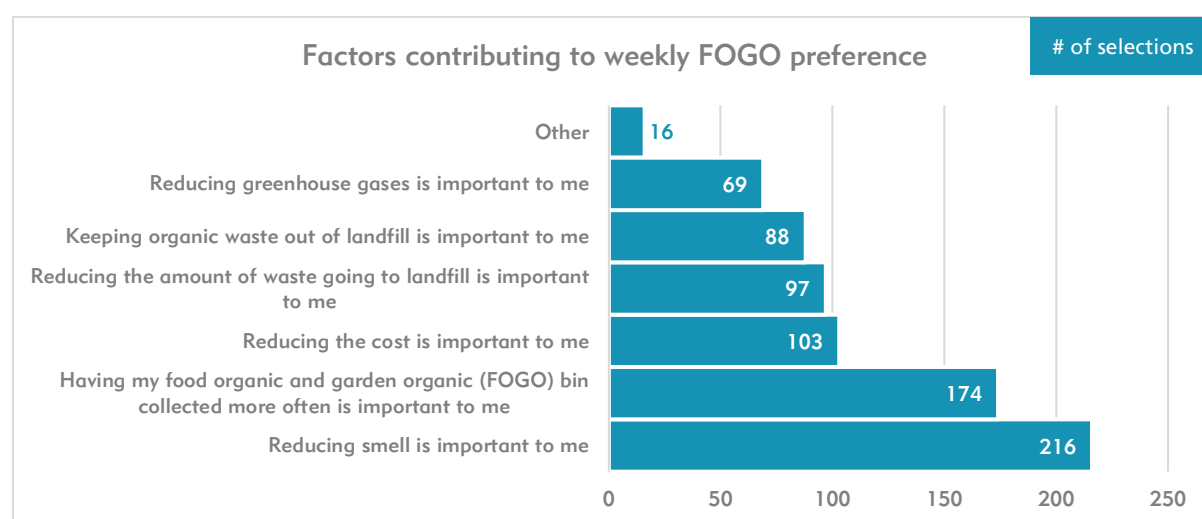


Graph 35: Households with disposable nappies other reasoning for preference of fortnightly FOGO collection

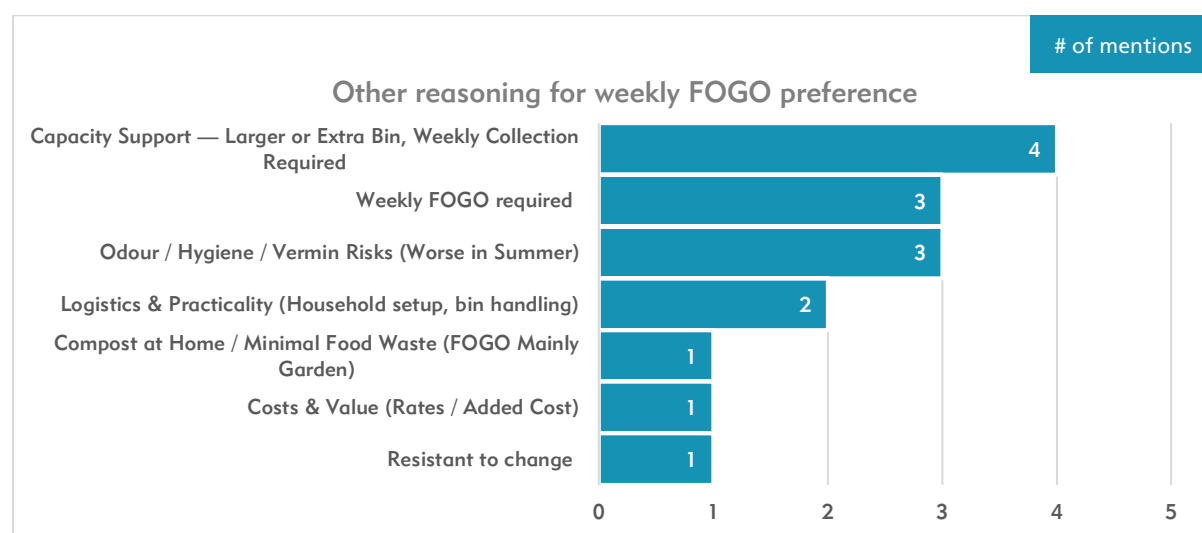
Of those participants who preferred fortnightly FOGO and chose *Other*, the main factors which influenced their choice included that they felt the current system is working (25 mentions) and that they compost at home or have minimal food waste (22 mentions).

Factors which were important to those preferring weekly FOGO included:

- Reducing smells was important (216 mentions)
- Having their FOGO collected more often (174 mentions)
- Reducing costs (103 mentions)
- Reducing the amount of waste going to landfill (97 mentions)
- Keeping organic waste out of landfill (88 mentions)
- Reducing greenhouse gases (69 mentions)



Graph 36: Households with disposable nappies reasoning for weekly FOGO collection preference



Graph 37: Households with disposable nappies other reasoning for weekly FOGO collection preference

These results suggest that those who prefer weekly FOGO are motivated by more direct and immediate benefits, such as reduced smells, more frequent collection, and better landfill diversion outcomes. Those who prefer weekly FOGO and chose *Other*, listed their need for greater FOGO bin capacity, a desire for weekly collection and odour/hygiene and pest concerns as the main reasons behind their preference.

3.3.3. Focus Group Feedback

A focus group for households with disposable nappies was attended by 18 community members. This focus group provided an opportunity for participants to receive more detailed information regarding the reasoning behind the transition, as well as unpacking the two options put forward by Whitehorse City Council for collection frequency of garbage and FOGO bins and the requirement for the new glass bin. Specifically, it provided an opportunity to hear from those living in households with disposable nappies in order to gain insight into how best to support them to manage their waste needs. The session also provided an opportunity for attendees to ask Council's Waste team any technical questions or questions relating to their specific circumstances. Participant responses are detailed below.

What do you like and/ or dislike about Option 1 (Weekly garbage/Fortnightly FOGO)?

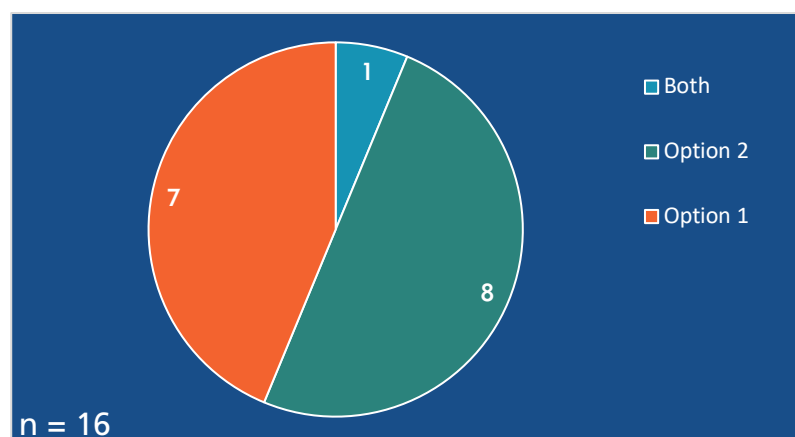
Participants identified that they liked that Option 1 did not require them to change existing waste management routines and could better accommodate their high-nappy waste needs and associated odour management. Additionally, it was perceived as a simpler and more convenient for families with young children who are typically time poor. Some participants identified that they were generally opposed to the four-bin system as they were composting at home and did not require a FOGO bin or had storage issues which would be compounded by additional bins. Whilst not directly applicable to either option, this is nevertheless important feedback

What do you like and/ or dislike about Option 2 (Fortnightly garbage/ Weekly FOGO)?

Participants recognised the environmental and cost benefits of Option 2 and were philosophically aligned to reducing the amount of waste that goes to landfill and supporting sustainability outcomes. Participants also noted that Option 2 was a fair option if Council was going to provide additional or larger bins at no extra cost. However, there were lingering concerns regarding hygiene and odour associated with Option 2. Additionally, participants expressed concerns about a perceived lack of flexibility with Option 2 noting that a single bin size did not suit all households.

Of the two options, which do you prefer? Why did you select this option?

Attendees' preference for Option 1 or Option 2



Graph 38: Households with disposable nappies focus group attendees preference for FOGO collection frequency

Households with disposable nappies preference for option 1 or 2

When asked to nominate their preferred option, 50% of participants indicated a preference for Option 2, citing improved environmental and cost benefits, but only if it came with additional or larger bins at no extra cost to households. 44% of participants chose Option 1 citing practical concerns re dealing with the volume of nappy waste and its associated odours as their main reasons for this choice.

Is there anything else about the proposed changes to your kerbside waste collection that you would like Council to know?

Participants raised a number of other issues and suggestions for Council to consider including:

- A suggestion that Council provide bin options based on the number of children or disposable nappies generated per household
- Participants suggested that Council explore or subsidise nappy cleaning services, as existing providers are limited and often booked out.
- Participants identified that confusion remains around the purpose and frequency of glass bin collections and suggested that clearer communication is needed.
- Several participants noted that it was likely that a reduction in waste and increase in diversion rates would be a result of both behavioural change (requiring community education) and service change (e.g. bin size and frequency of collection).

3.4. HOUSEHOLDS WITH MEDICAL NEEDS AND/OR DISABILITIES

3.4.1. Summary

Households with medical needs and/or disabilities expressed concerns about any reduction to garbage collection frequency, potentially due to their high waste generation. Of 368 survey respondents, 93% indicated they could not manage with fortnightly garbage, even if FOGO was collected weekly. This potentially reflects the high volume of non-organic, hygiene-related waste such as medical consumables and packaging that cannot be diverted into FOGO.

While two-thirds (66%) preferred fortnightly FOGO, this group also stressed the importance of environmental and cost-related outcomes, such as reducing landfill waste and service costs. Those preferring weekly FOGO (34%) prioritised odour reduction and improved environmental outcomes.

Focus group participants echoed these themes, favouring Option 1 (weekly garbage/fortnightly FOGO) as the most practical and manageable arrangement. Option 2 (fortnightly garbage/weekly FOGO) was seen as environmentally beneficial but more difficult to implement without substantial education, larger bins, and a phased transition supported by user-friendly communications, education and monitoring.

Key Takeaways

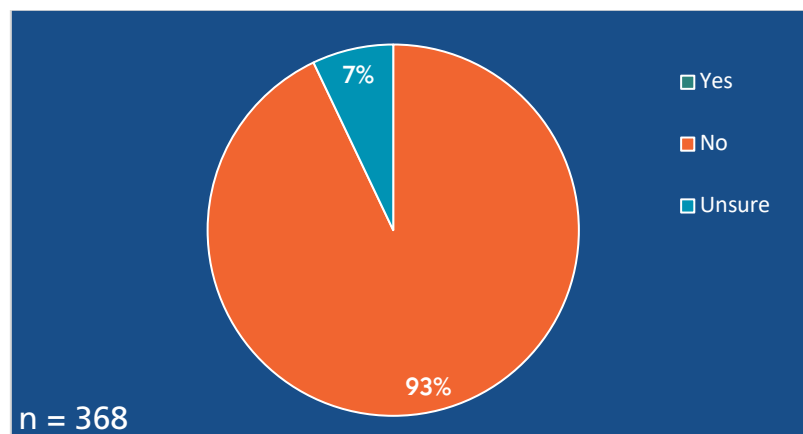
- There was a strong consensus that fortnightly garbage collection is unworkable for households with medical or disability needs without additional support.
- Odour, hygiene, and medical waste volumes are seen as key barriers to less frequent garbage collection.
- Cost transparency and visual communication are critical in building understanding and trust for this cohort.
- Households with medical needs and/or disabilities value practical support measures such as larger bins, bin liners, deodorisers, and accessible bin designs.
- Education and phased implementation were seen as critical for acceptance of any new model.

3.4.2. Survey Responses

Option Preference

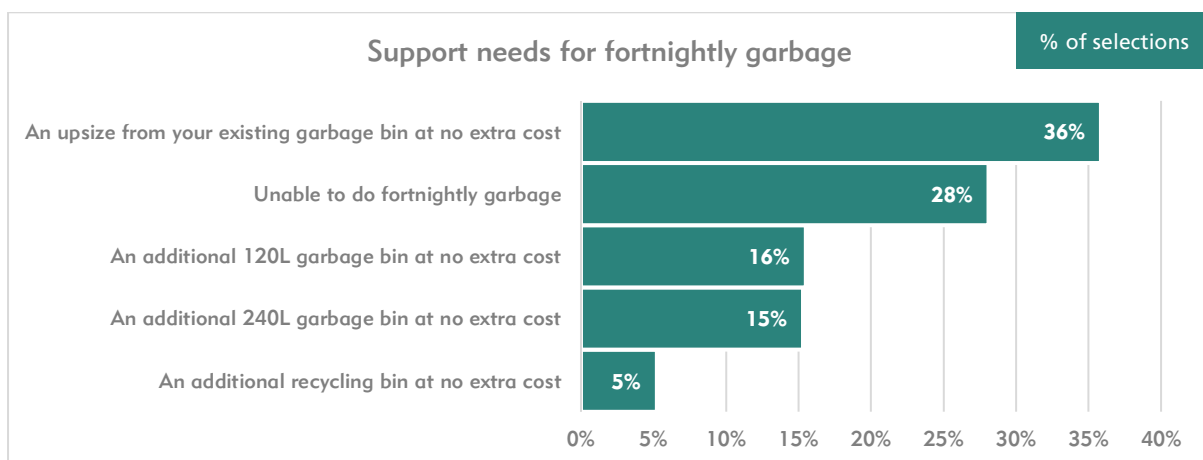
Of the total survey respondents of 5497, 368 identified that they were living in a household with medical needs and/or disabilities. When asked whether they could manage fortnightly garbage if FOGO was collected weekly, an overwhelming majority of respondents (93%) indicated that they would not be able to, with a further 7% indicating that they were unsure. None of the respondents who identified as living in a household with medical needs and/or disabilities indicated that they could manage with fortnightly garbage if FOGO was collected weekly. This suggests that for this cohort fortnightly garbage collection would be unworkable.

Respondents who could manage fortnightly garbage collection if FOGO was weekly



Graph 39: Households with Medical Needs respondents who could manage fortnightly garbage collection if FOGO was weekly

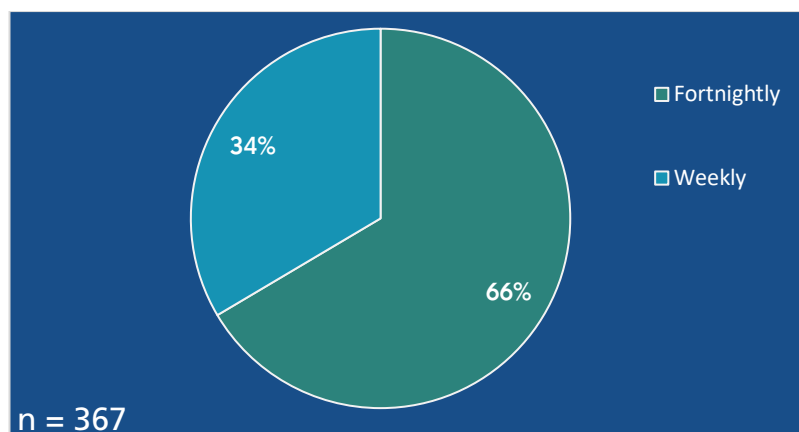
Respondents living in a household with medical needs and/or disabilities were then asked what support might be needed to help them manage fortnightly garbage, with 36% indicating that they would require a larger bin at no extra cost. A further 28% indicated they would not be able to manage fortnightly garbage. 16% indicated that they would need an additional 120-litre garbage bin and 15% require an additional 240-litre garbage bin to manage fortnightly garbage. 5% of respondents identified they would require an additional recycling bin.



Graph 40: Households with Medical Needs support needed for fortnightly garbage

When asked their preference for FOGO collection frequency, 66% of respondents living in a household with medical needs and/or disabilities indicated they would prefer fortnightly FOGO and 34% indicated a preference for weekly FOGO.

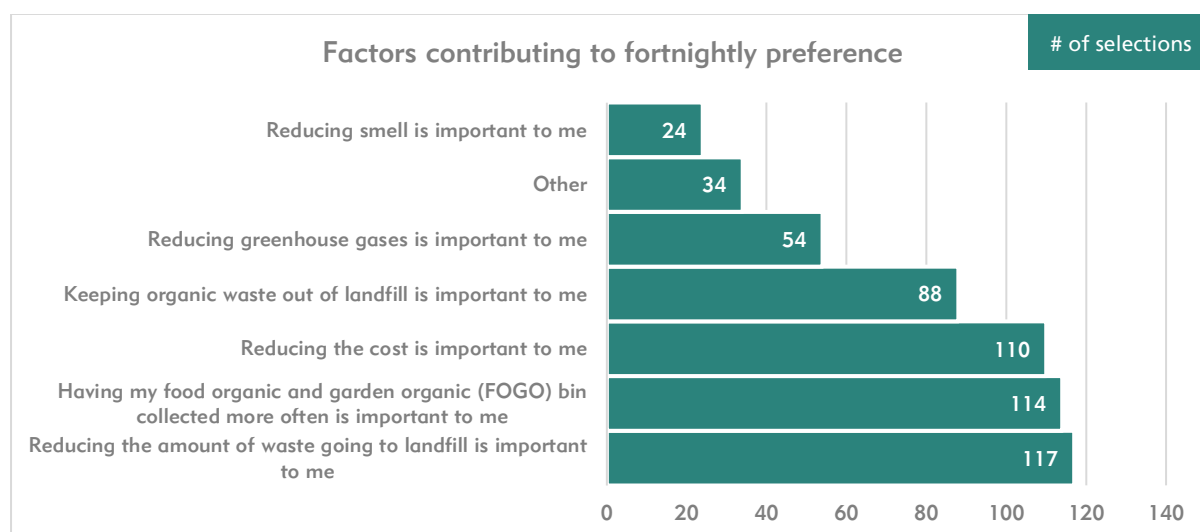
Preference for FOGO collection frequency



Graph 41: Households with Medical Needs preference for FOGO collection frequency

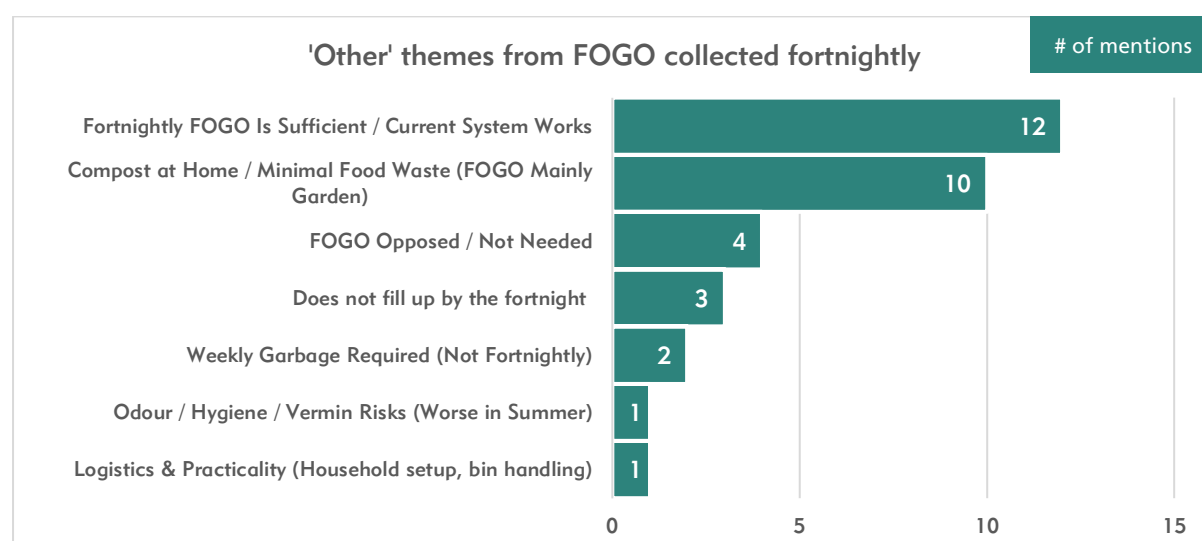
Factors which were important to those preferring fortnightly FOGO included:

- Reducing the amount of waste going to landfill (117 mentions)
- Having my FOGO bin collected more frequently (114 mentions)
- Reducing costs (110 mentions)
- Keeping organic waste out of landfill (88 mentions)
- Reducing greenhouse gases (54 mentions)
- Other (34 mentions)
- Reducing smells (24 mentions)



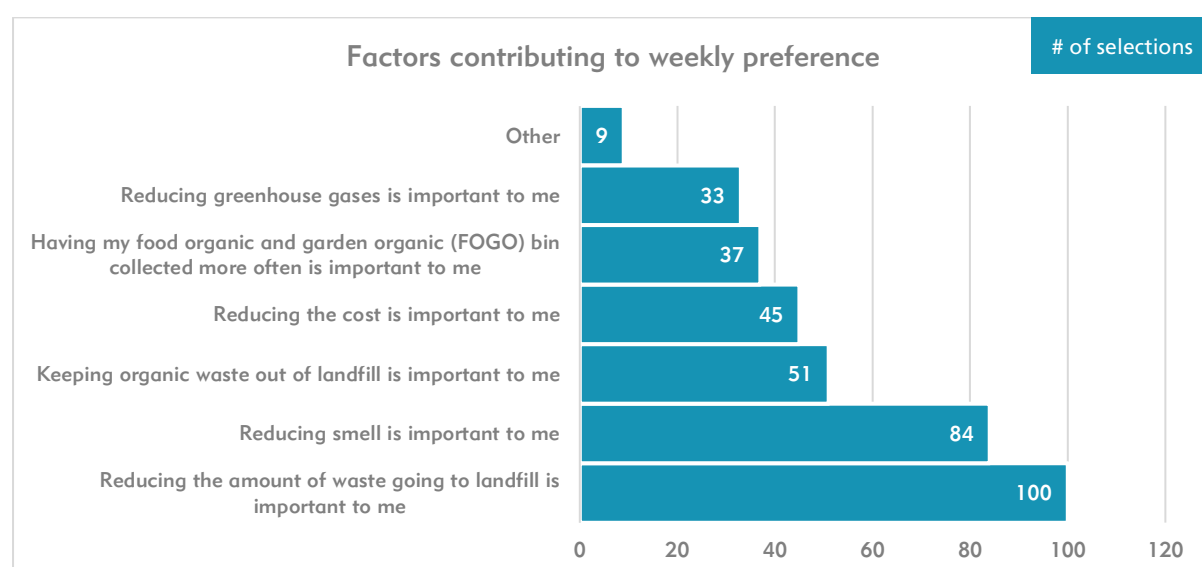
Graph 42: Households with Medical Needs factors contributing to fortnightly FOGO collection preference

Of those that selected Other, the main reasons were that the current fortnightly FOGO collection was sufficient (12 mentions) or that they were already treating organic waste at home via composting etc. and did not need more frequent FOGO collection.



Graph 43: Households with Medical Needs other reasoning for fortnightly FOGO collection preference

These results suggest that for households living with medical needs and/or disabilities, it is most important that they have more regular garbage collection, likely due to the amount of non-organic, hygiene-related waste (e.g. medical consumables, incontinence products, dressings, packaging) that cannot go into FOGO. If Council were to move to fortnightly garbage collection, offering households with medical needs or disabilities a weekly garbage service should be considered. However, there are also important environmental and economic drivers at play for this cohort, with a desire to reduce the amount of waste going to landfill and reducing costs important considerations.



Graph 44: Households with Medical Needs factors contributing to weekly FOGO collection preference

For those households living with medical needs and/or disabilities who preferred weekly FOGO, important factors included:

- Reducing the amount of waste going to landfill (100 mentions)

- Reducing smells was important (84 mentions)
- Keeping organic waste out of landfill (51 mentions)
- Reducing costs (45 mentions)
- Having my FOGO bin collected more frequently (37 mentions)
- Reducing greenhouse gases (33 mentions)

This suggests that these respondents recognise the improved environmental outcomes associated with weekly FOGO as well as a desire to manage smells related to organic waste.

3.4.3. Focus Group Feedback

A focus group for households living with medical needs and/or disabilities was attended by 6 community members. This focus group provided an opportunity for participants to receive more detailed information regarding the reasoning behind the transition, as well as unpacking the two options put forward by Whitehorse City Council for collection frequency of garbage and FOGO bins and the requirement for the new glass bin. Specifically, it provided an opportunity to hear from those living in households with medical needs and/or disabilities in order to gain insight into how best to support them to manage their waste needs. The session also provided an opportunity for attendees to ask Council's Waste team any technical questions or questions relating to their specific circumstances. Participant responses are detailed below.

What do you like and/ or dislike about Option 1 (Weekly garbage/Fortnightly FOGO)?

Participants identified that Option 1 did not require them to change existing waste management routines and could better accommodate their high waste needs. Additionally, it was perceived as a simpler and more convenient for households living with medical needs and/or disabilities. Some participants identified concerns regarding managing odours associated with medical and animal waste, particularly in the warmer months.

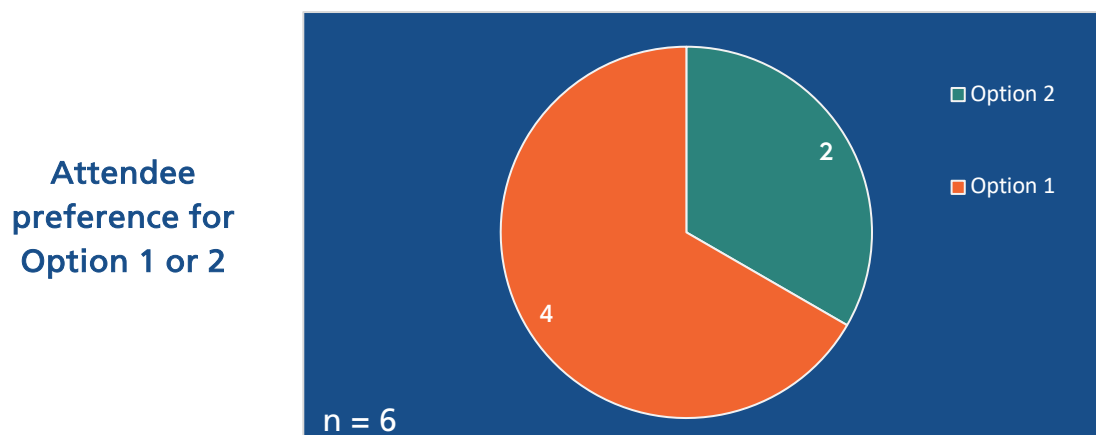
What do you like and/ or dislike about Option 2 (Fortnightly garbage/ Weekly FOGO)?

Participants recognised the environmental benefits of Option 2 if it was managed well. Participants also appreciated the idea of larger garbage bins for bigger or special-needs households. However, participants noted that their current garbage bins filled quickly and feared that fortnightly garbage would not meet their waste needs. Concerns were expressed about hygiene and odour associated with pet waste associated with the longer garbage storage times of Option 2. It was noted that if Option 2 was implemented there would need to be significant community education and communication to ensure compliance and active participation.

Of the two options, which do you prefer? Why did you select this option?

When asked their preference between the two options, four participants indicated a preference for Option 1 (weekly garbage/fortnightly FOGO) and 2 preferred Option 2 (fortnightly garbage/weekly FOGO). The main reasons for this preference was a desire not to

change current service and that Option 1 was deemed more realistic and manageable, with interest in Option 2 if it could be implemented properly and their waste needs met.



Graph 45: Households with Medical Needs focus group attendee preference for Option 1 or 2

Is there anything else about the proposed changes to your kerbside waste collection that you would like Council to know?

Participants raised a number of other issues and suggestions for Council to consider including:

- A strong preference for a phased rollout and a 12-month data collection period to assess the efficacy of any changes to the current service.
- Provision of larger garbage bins for households with disposable nappies, pets, or medical waste.
- Participants asked questions about availability of FOGO liners, medical exemptions, and shared bin arrangements in multi-unit dwellings.
- A request for clear information about costs and savings of Option 2, preferably visually communicated to support those who had difficulty reading.
- A range of suggestions for bin improvements, including providing taller bins which were easier to manage and deodoriser products.
- A desire for more communications regarding rules and ways to enforce them, particularly around contamination and breaches of waste management protocols.

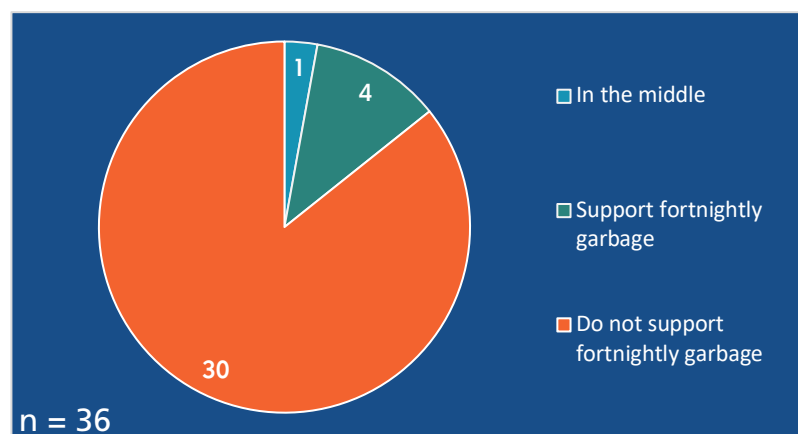
3.5. CHILDRENS REFERENCE GROUP

3.5.1. Focus Group Feedback

Of the two options, which do you prefer? Why did you select this option?

Most students (30 out of 36) did not support fortnightly garbage collection due to concerns about odour and challenges for larger families, though some felt larger bins could help. It should be noted that participants were not asked whether they could manage fortnightly garbage collection if they were provided with larger bins, so assumed these results reflect current bin sizes.

**Attendee
support for
fortnightly
garbage**



Graph 46: Children's reference group attendee support for fortnightly garbage

Is there anything else about the proposed changes to your kerbside waste collection that you would like Council to know?

Students suggested a range of ideas to support the community in switching to a 4-bin system and changing FOGO/garbage frequency, including widespread advertising campaigns across TV, social media, and print to show where rubbish goes and why the change is sustainable. They also proposed practical measures such as larger or flexible bin sizes, clearer labels and posters, education in schools, council communications, and additional support like compost days, collection timetables, and safe bin designs.

3.6. SPORTING GROUPS, BUSINESSES & COMMUNITY ORGANISATIONS

3.6.1. Summary

Survey results from business, community organisation, sports club, and school representatives suggest that this segment has mixed response to the introduction of a four-bin service in Whitehorse. While 26% expressed no concerns, the majority identified challenges such as lack of space for additional bins or a limited need for certain bins, particularly glass. Option 1 (weekly garbage/fortnightly FOGO) was preferred by 65% of respondents, largely driven by convenience and operational needs related to regular waste collection. In contrast, 26% supported Option 2 (fortnightly garbage/weekly FOGO), motivated primarily by environmental outcomes such as reducing waste to landfill and greenhouse gases.

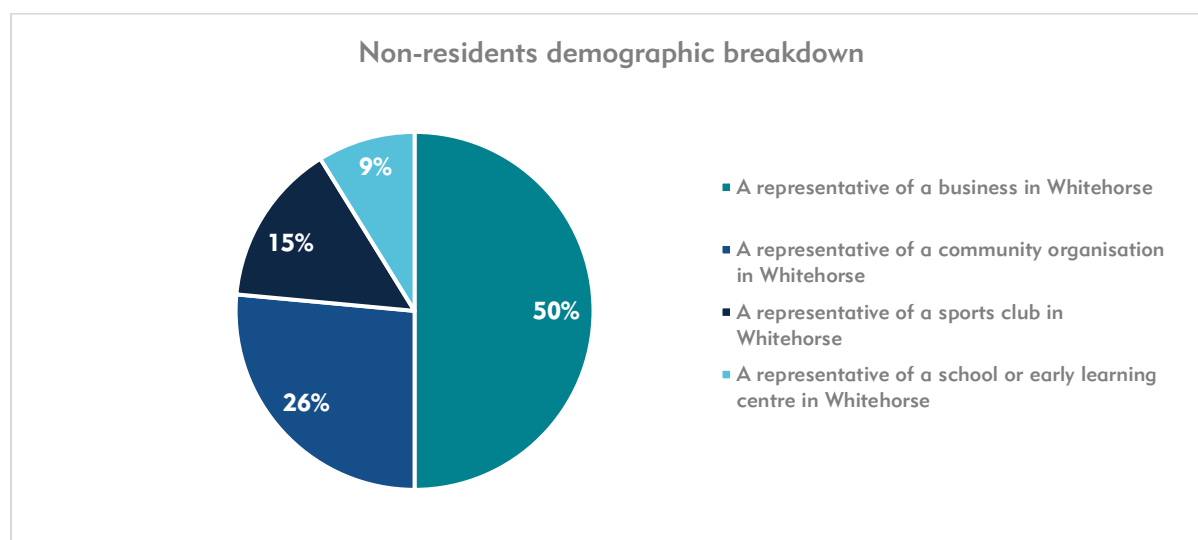
Overall, the results suggest that while there is a strong environmental awareness among some business and organisational respondents, most are more concerned with practicality and space constraints.

Key Takeaways

- 26% of respondents had no concerns with the introduction of four bins however, most noted spatial limitations or lack of need for certain bins (especially glass).
- Space, bin size, and collection frequency are the most important factors influencing the perspectives of local businesses and organisations when it comes to waste service preferences.

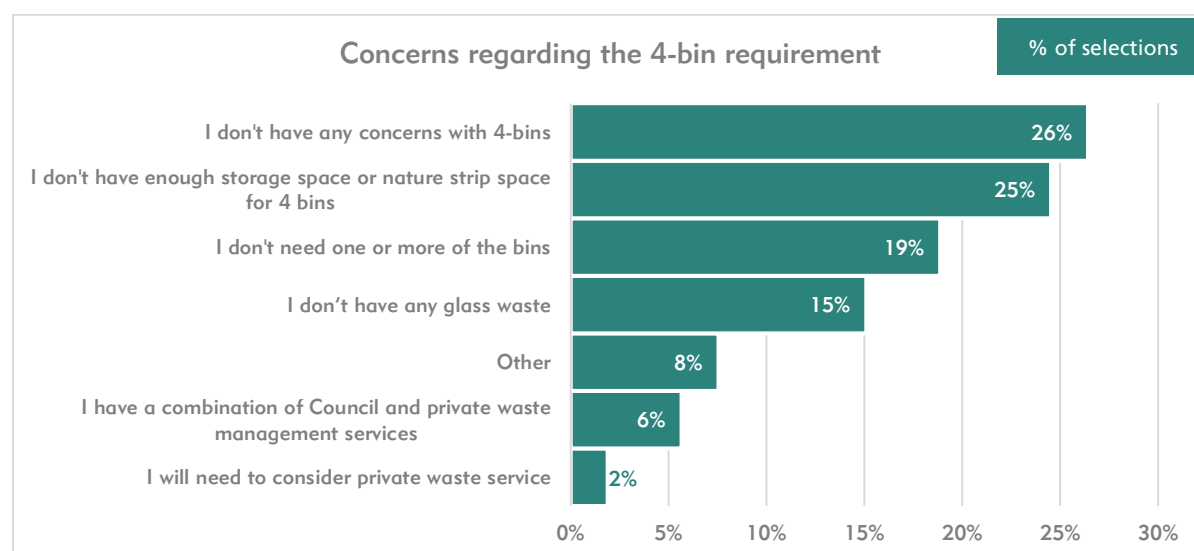
3.6.2. Survey Responses

There were 34 respondents who identified that they were representatives of a business (50%), community organisation (26%), sports club (15%) or school/early learning centre (9%) in Whitehorse.



Graph 47: Demographic breakdown of non-resident survey respondents

Respondents who were representatives of a business, community organisation, sports club or school/early learning centre were asked whether they have any concerns regarding the introduction of a four-bin service. 26% indicated that they had no concerns, while 25% indicated that they did not have enough storage or nature strip space for four bins. A further 19% indicated that they did not need one or more of the proposed bins, with 15% identifying that they did not have glass waste.

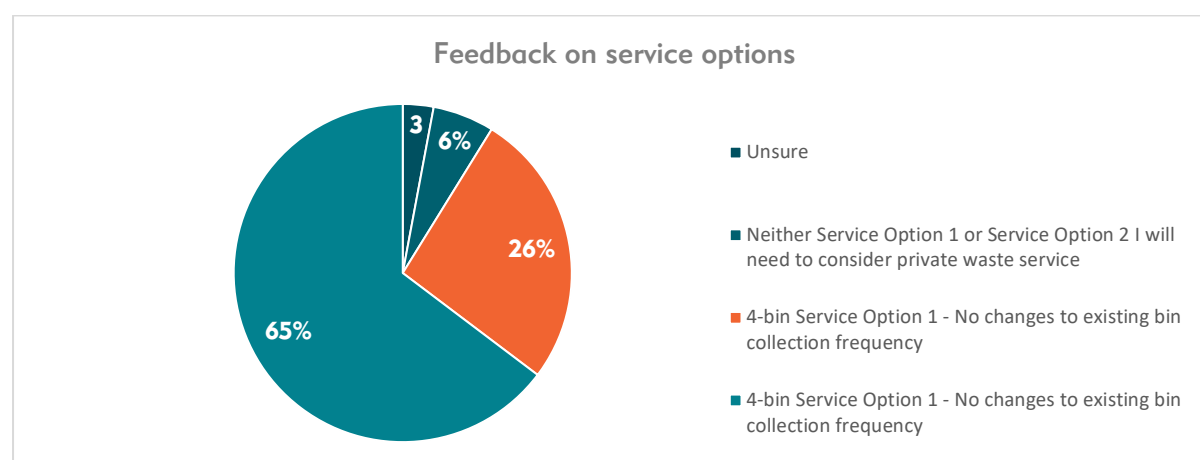


Graph 48: General feedback from non-resident survey respondents regarding the 4-bin requirement

These results indicate that while a quarter of respondents expressed no concerns, a majority either had spatial constraints or lack the need for certain bins (particularly glass).

Option Preference

When asked their preference between the two service options, 65% indicated that their preference was for Option 1, with no change to frequency of garbage or FOGO collection. Option 2 was supported by 26% of respondents with a further 6% preferring neither option and indicating that they would look to a non-Council waste collection service. 3% of respondents were unsure about which option they preferred.

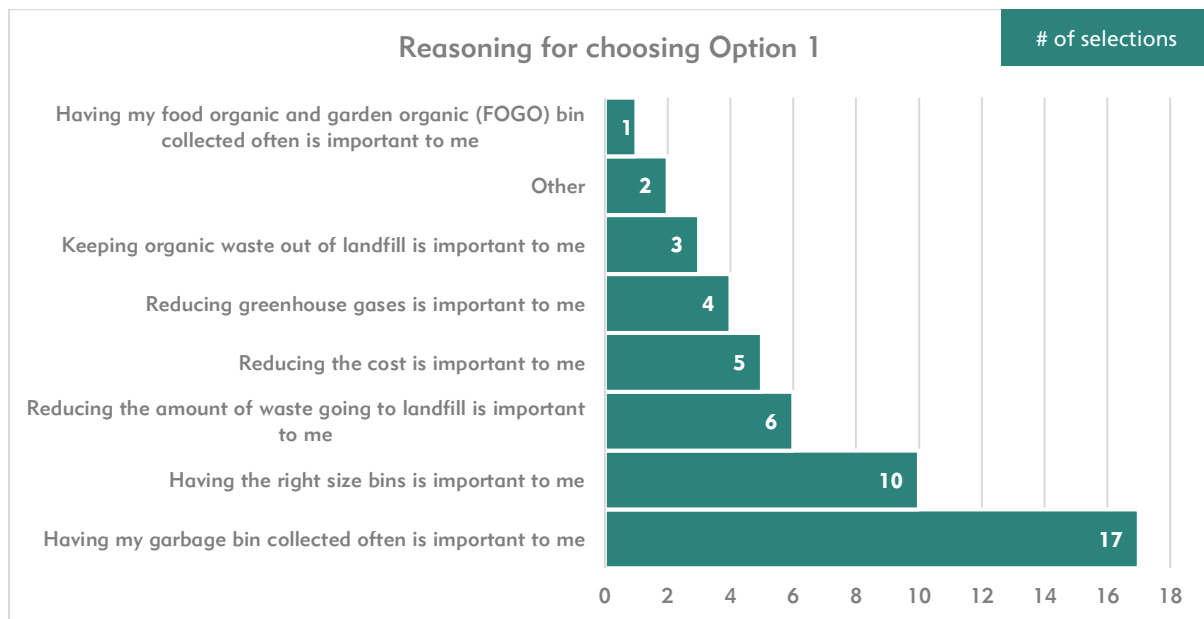


Graph 49: Feedback from non-resident survey respondents on options

Of those respondents that chose Option 1 (weekly garbage/fortnightly FOGO), important factors included:

- Having my garbage bin collected more often (17 mentions)
- Having the right bin size (10 mentions)
- Reducing the amount of waste going to landfill (6 mentions)
- Reducing costs (5 mentions)
- Reducing greenhouse gases (4 mentions)

This suggest that for this cohort, regular garbage and correct bin sizes are the most important to them, although many are motivated by environmental and cost outcomes.

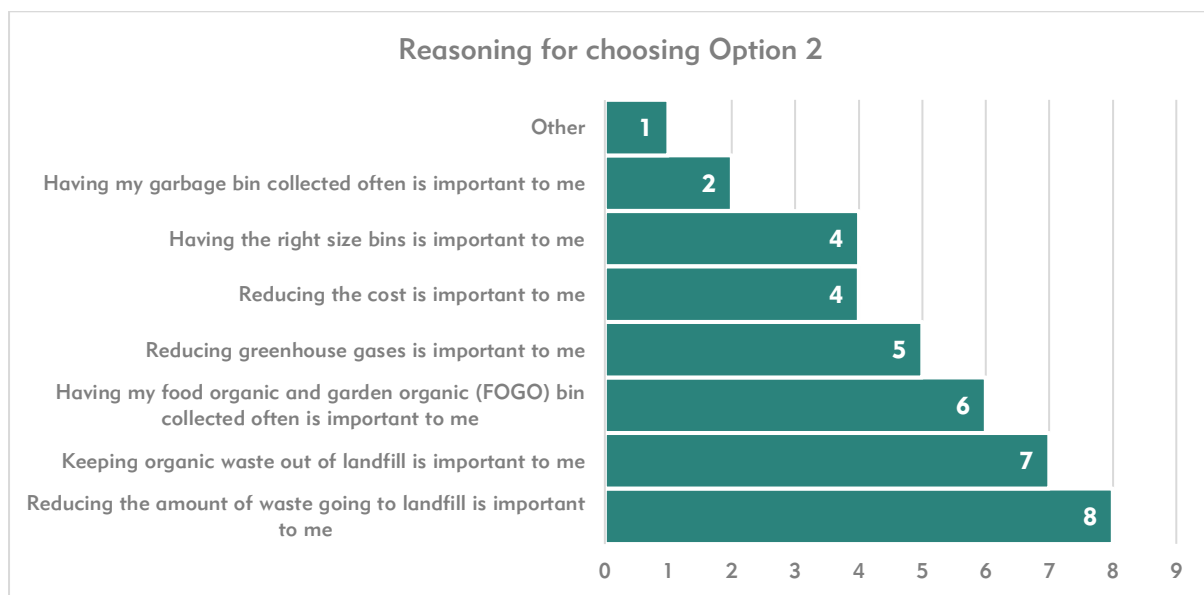


Graph 50: Reasoning from non-resident survey respondents as to why Option 1 is preferred

Of those respondents that chose Option 2 (fortnightly garbage/weekly FOGO), important factors included:

- Reducing the amount of waste going to landfill (8 mentions)
- Keeping organic waste out of landfill (7 mentions)
- Having my FOGO bin collected more often (6 mentions)
- Reducing greenhouse gases (4 mentions)
- Reducing costs (4 mentions)
- Having the right bin size (4 mentions)

This suggest that this cohort is mainly motivated by environmental outcomes which align to Council's broader sustainability goals.



Graph 51: Reasoning from non-resident survey respondents as to why Option 2 is preferred

3.7. EDUCATION AND SUPPORT NEEDS

Of the 5497 respondents to the community survey, 2417 provided feedback relating to the question *What other support or education do you need in the lead up to the bin changes?* These responses have been split into two groups – those who identified education and support needs and those who used this question to provide more general feedback to the proposed transition to four-bins or the collection frequencies put forward by Council.

Comments relating to Education & Support Needs have been themed according to frequency of mentions as follows.

Most Frequently Mentioned / Strongest Sentiment

The majority of respondents emphasised the following.

- **Clear, practical information on “what goes where.”** (single most consistent education need)

Residents repeatedly asked for simple, consistent guidance on what can and can't go in each bin. This is particularly the case for FOGO and glass. Many indicated confusion or a lack of confidence in understanding what materials are recyclable, what materials can be combined in the one bin (rules relating to labels/lids and the need to clean items), and what is considered as “glass waste.”

- **Tools to track collection schedules.**

Many respondents were anxious about remembering which bin goes out each week, particularly the new glass bin. The most commonly suggested supports included fridge magnets, printed calendars, and digital reminders (SMS/app/email).

- **Accessible education materials provided through multiple channels.**

Respondents requested education resources that are widely distributed to ensure all segments of the community were receiving information regarding better waste management practices. It was suggested that information and resources should be distributed via schools, shopping centres, libraries, social media, and letterbox drops and not just online. Community requested consistent and ongoing reminders to reinforce behaviour change rather than one-off campaigns.

Frequently Mentioned / Targeted Gaps

- **Culturally and linguistically diverse communication.**

Multiple respondents, particularly in areas with high CALD populations, highlighted the need for translated materials (especially Chinese) and visual material that communicate key messages, regardless of language.

- **Transparency about waste treatment practices.**

Respondents expressed a lack of understanding of what becomes of waste after it has been collected and scepticism that recyclables are genuinely recycled. Some community members requested visible proof of the recycling treatment process, including updates, videos, or reports showing where materials go.

- **Visual guides.**

Respondents request a range of visual guides such as bin stickers, posters, or colour-coded “cheat sheets” which serve as reminders for family members about which items can go in which bins and are seen as a low-cost/high-impact measure.

Less Mentioned but Still Valuable

- **Support for special household circumstances.**

Respondents from families with disposable nappies, medical needs, or who deal with considerable pet waste requested guidance or tailored advice re their waste management challenges and any exemptions or available support. While this group represents a smaller number of requests, these households may face the most significant challenges in adapting to any change in garbage collection frequency.

- **Education about how kerbside glass collection fits with the Container Deposit Scheme (CDS).**

Some respondents were confused about the overlap between CDS and the proposed glass recycling bin and which they should be using. Clarifying this relationship will prevent frustration and cross-contamination.

- **Interactive engagement and feedback channels.**

Some respondents wanted two-way updates — surveys, trials, opportunities to give feedback as the program rolls out.

General Feedback

Comments made that related to the four-bin transition more broadly have been themed as follows.

- **Concerns re lack of storage space/logistic issues.** Many respondents took the opportunity to express concerns regarding limited room to store another bin (especially for those living in townhouses, units), nature-strip clutter, issues with bins being blocked by parked cars, and overall aesthetics of having more bins on their property and in the street.
- **Concerns re frequency/size of bins.** Many expressed concerns that smaller bins and/or less frequent garbage/FOGO pickups will cause smells, maggots, attract pests (especially in summer), and won’t suit larger households.
- **Shared bins for MUDs.** Respondents raised issues relating to responsibility for shared bins, increase risk of contamination, issues around cleanliness and hygiene, and greater chances of disputes amongst neighbours if sharing became an issue. Some raised concerns about language and communication barriers in some complexes.
- **Public safety & practicality of glass bins.** Respondents mentioned concerns re increased glass breakages in glass-only bins and questions about whether sorting recyclables in a depot or providing street-level glass collection stations or CDS would be safer or more efficient.
- **Financial impact & cost equity.** Many respondents raised concerns re additional cost of glass bins and the potential for rate/fee increases, many thought they would be paying for a service they did not need (due to low levels of glass waste), issues of perceived inequity for residents of MUDs who would need to pay for shared

services, and uncertainty about whether savings from other changes would actually flow back to ratepayers.

- **Scepticism about recycling process and alternative models.** Some respondents expressed concerns that separated materials were not actually being recycled or a preference for expanding CDS or alternative models (e.g., international approaches to addressing glass waste) over the introduction of a new bin. Some expressed concern that decisions re changes to services had already been made and consultation is tokenistic.
- **Public behavioural concerns.** Some respondents were worried that a reduction in frequency of garbage collection would lead to misuse of public bins and illegal dumping of garbage.

4 CONCLUSION

The Whitehorse community has shown strong engagement with Council's efforts to consult and a genuine willingness to participate in the transition to a four-bin kerbside waste and recycling system. The findings in this report, drawn from more than 6,700 participants highlight broad alignment with Council's environmental objectives but demonstrate that the community's capacity to adapt will depend on clear communication, flexible service design, and support, including targeted support to community segments most impacted by any proposed changes.

While there is widespread understanding of the environmental rationale for waste reform, residents are divided on the practicalities of Option 1 (weekly garbage/fortnightly FOGO) and Option 2 (fortnightly garbage/weekly FOGO). Over half of respondents indicated that fortnightly garbage collection would be difficult to manage, mainly due to odour, hygiene, and bin capacity issues. However, most of these households said they could adapt with larger or additional bins—suggesting that a majority could manage fortnightly garbage if properly supported. Cohorts such as households with disposable nappies or medical needs face more significant barriers, reinforcing the need for tailored exemptions or larger bins at no extra cost.

FOGO was generally well understood and supported, with residents recognising its role in reducing landfill and emissions. However, preferences for collection frequency were split between those valuing the environmental benefits and those driven by more practical household needs, often aligned with a desire for weekly garbage collection. Focus group results indicate that once residents understand the environmental and cost benefits of weekly FOGO, support for this option increases significantly.

The proposed introduction of a glass bin remains the most contentious aspect of the transition. Many residents questioned its necessity, citing low glass waste volumes, lack of storage space, and additional costs. Nevertheless, some saw potential if supported by flexible collection models, shared systems for MUDs, and complementary community education.

Across all cohorts, education and communication emerged as critical success factors. Residents consistently requested clear, multilingual, and visually driven guidance on correct bin use, collection schedules, and how waste is processed after collection.

Overall, the community's feedback highlights potential for change, provided that Council delivers a transparent, flexible, and inclusive transition program. By coupling education and support with flexible implementation where possible, particularly around bin sizing, shared bin systems, and exemptions, Whitehorse can achieve its waste-diversion and sustainability goals while maintaining community confidence.

5 APPENDIX



Vermont Shopping Centre Pop Up 12/09

5.1. DETAILS OF FOCUS GROUPS & POP- UPS

FOCUS GROUPS			Q & As (ONLINE)
FAMILIES WITH NAPPIES Vermont South Library 2 nd Sept 2025 18 Participants	HOUSEHOLDS WITH MEDICAL NEEDS OR DISABILITIES Box Hill Community Arts 9th Sept 2025 8 Participants	MUDS Box Hill Town Hall 17th Sept 2025 15 Participants	ONLINE Q & A (1) 14 th Sept 2025 13 Participants
GENERAL (CALD AUDIENCE) Nunawading Civic Centre 23 rd Sept 2025 13 Participants	GENERAL Nunawading Community Hub 24 rd Sept 2025 12 Participants	CHILDRENS REFERENCE GROUP COUNCIL FACILITATED 3 rd Sept 2025 36 Participants	ONLINE Q & A (2) 14 th Sept 2025 5 Participants
POP UPS			
BOX HILL CENTRAL 29 th August 2025 50 Participants	BURWOOD BRICKWORKS 5 th Sept 2025 30 Participants	BUNNINGS NUNAWADING Nunawading Community Hub 6 th Sept 2025 150 Participants	VERMONT SHOPPING CENTRE Nunawading Community Hub 12 th Sept 2025 80 Participants
MOON FESTIVAL – BOX HILL 13 th Sept 2025 320 Participants	WHITEHORSE FARMERS MARKET 14 th Sept 2025 135 Participants	BUNNINGS BOX HILL 20 th Sept 2025 50 Participants	BLACKBURN SQUARE 25 th Sept 2025 80 Participants
GLOBAL ISMAIL CIVIC DAY COUNCIL FACILITATED 14 th Sept 2025 150 Participants	VERMONT SOUTH COMMUNITY MARKET COUNCIL FACILITATED 19 th Sept 2025 50 Participants	POSITIVE AGEING FORUM COUNCIL FACILITATED 21 Aug 2025 27 Participants	ELGAR COUNCIL FACILITATED (PRESENTATION) 26 th August 2025 12 Participants

5.2. FOCUS GROUP + INFORMATION SESSION COLLATERAL

5.2.1. Focus Group + Information Session Collateral



Briefing Pack

Moving to 4-Bins

September 2025



What we'll cover today

1. Background
2. Current service
3. Two 4-bin service options
4. How the options compare
5. What would a fortnightly garbage collection service mean
6. Glass recycling service
7. Shared bins for MUDs, units and retirement villages
8. How to have you say or get involved

Current Service

Our current kerbside waste service

- The standard Waste Service Charge includes:
- 80 litre garbage (red lid) bin, collected weekly
 - 240 litre recycling (yellow lid) bin, collected fortnightly
- Any bins that vary from the standard service including FOGO (lime-green lid) bins and additional or larger bins cost more.



Current garbage capacity

Our standard bin size is currently an 80-litre bin.



Businesses, Community Groups, Sporting Clubs

Businesses, community groups, sporting clubs and schools who have Council kerbside bins will fall under the mandated 4-bin service. Any property that has chargeable Council kerbside bins will be expected to have all 4 bins and will be charged based on the Waste Service Charge.

Current Food Organics and Garden Organics (FOGO) participation and diversion

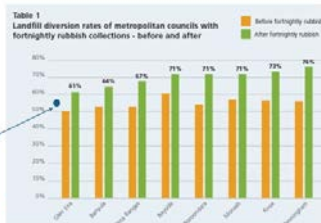
76% of our residents have a FOGO bin

- Still seeing large proportion of food in the garbage bin

Table 1 shows improved diversion rates from our neighbours after:

- introducing FOGO to all households,
- moving to a weekly FOGO collection, and
- shifting garbage collection to fortnightly.

- When our opt-in FOGO service was introduced in July 2022:
- 5% diversion improvement after the first year
 - Our total diversion rate is 55%.



Two 4-Bin Service Options

Option 1 Weekly garbage, fortnightly FOGO



Pros:

- Will require the least amount of change in behaviour
- You'll keep the same bin sizes and collection schedule, everyone will get a new glass bin and a FOGO bin if they do not already have one.

Cons:

- Higher costs: Keeping weekly garbage is more expensive in the long term, with more waste going to landfill. The State Government annually increases the landfill levy to encourage diverting waste from landfill and drive positive circular economy outcomes.
- No change to encourage different behaviour: People are more likely to throw food waste in their garbage instead of using their FOGO bin, which creates more greenhouse gas emissions.

Option 2 Fortnightly garbage, weekly FOGO



Pros:

- Less smell: Your food waste bin gets picked up every week, so won't smell as bad or attract pests (important in summer when food rots faster).
- Lower costs: It costs less because less waste will go to landfill.
- Saving more food waste: When FOGO bins are picked up weekly but regular garbage is only picked up every two weeks, you are encouraged to separate food waste properly and throw away less overall.

Cons:

- Higher contamination: If your garbage bin is too small, you might put the wrong things in other bins just to fit everything - increasing contamination (the wrong thing in the bin).
- Most change: You will need to change how you manage waste because bin collection will happen at different times.

A weekly FOGO and weekly garbage collection service is not feasible and is too expensive.

Acknowledgement of Country

Whitehorse City Council acknowledges the Wurundjeri Woi-wurrung people of the Kulin Nation as the Traditional Owners of the land on which we are meeting and we pay our respect to Elders past present and emerging.



Background

Households will move to a 4-bin waste and recycling service by 1 July 2027.

- 4 bins are mandated by the Victorian Government to meet the Proposed Household Waste and Recycling Service Standards (2024)
- Size and how often bins are collected has not been determined and can be shaped for community needs.

The 4 bins will include:



We have not decided how changes will work or what they will look like. This is where you can help inform a well-designed 4-bin waste service that helps Council to achieve:

- Waste Management Strategy (2018-2028) target of 80% waste to landfill diversion rate by 2028.
- Climate Response Strategy (2021-2030) target to aspire for net zero community emissions by 2040.
- Integrated Council Plan (2025-2029) to achieve an environmentally sustainable and climate resilient City and a Council that responsibly and sustainably manages waste.

Current State

- Community food waste is high: Food waste makes up 40% of weight in the average Whitehorse garbage bin
- Food waste costs: Landfill is the most expensive way to dispose of food waste, and the cost is increasing.
- Environmental impacts: When food and garden waste breaks down in landfill it creates methane, a greenhouse gas that contributes to climate change.



What are we consulting on?

- Introducing a Food Organics and Garden Organics bin to all households
- Introduction of the glass recycling service
- Two 4-bin service options
- Proposed shared FOGO and glass bin arrangements at apartments, townhouses and people living in units.



How the options compare

Assessment FOGO and Garbage Service Options	Option 1 Weekly garbage, fortnightly FOGO	Option 2 Fortnightly garbage, weekly FOGO
Yearly cost of FOGO and garbage service	\$15.6M	\$14.8M
Yearly cost per household for FOGO and garbage	\$209	\$199*
FOGO waste diverted from landfill in the first year (per 10 tonnes)	19,000 tonnes	25,000 tonnes
Garbage sent to landfill in the first year (per 10 tonnes)	25,000 tonnes	18,000 tonnes**
Landfill diversion rate (current diversion rate 55%)	54%	67%
FOGO and garbage greenhouse gas emissions generated	More emissions	Less emissions
Change from current service	Least change	Most change

*Average cost to Council per household in the first year, not the final household charge. Over time, greater savings are expected as more food waste is diverted from landfill, which is the most expensive disposal method.

**Tonnes are lower as a result of a fortnightly garbage service, as it improves people putting the right thing in the right bin.

What would a fortnightly garbage collection service mean?

What we know right now

- **Almost 40% of what goes in our garbage bins is food.** Once food scraps are in the FOGO bin, many households should have room in their garbage bin.
- **48% of our households are one person homes or couples with no kids.** For smaller households, an 80-litre bin would be big enough.

Other councils who have switched to collecting garbage every two weeks found that 80-litre bins weren't big enough, so we want to hear from you what support you might need with a fortnightly garbage service.

Supporting fortnightly garbage

We know that households have different needs and preferences depending on who and how many people live there. These include households with:

- children in nappies or those with incontinence,
- people with some medical conditions that might generate more waste than average.
- large households,

To ensure we meet the needs of our community, **certain households will be entitled to get additional or larger bins** (up to a cap) at no extra cost, however additional fees may apply.

Glass recycling service

The State Government's Proposed Household Waste and Recycling Service Standards (2024) includes a mandatory glass bin service for all Victorian households by 1 July 2027.

Why?

- Separating glass from other recycling **improves the quality of recyclables.**
- Pieces of broken glass can stick to other materials, such as paper, cardboard and plastics, which **reduces the ability for glass to be recycled into high value products.**

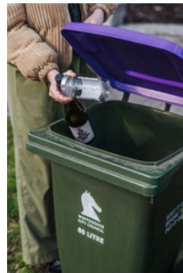
For a single unit dwelling, we are proposing an 80-litre bin, collected **once every 4-weeks.**



Glass advocacy to the State Government

Cost Impacts and considerations

- We understand introducing a glass bin will cost more.
- With 34 other councils, we've asked the Minister of Environment to reconsider the glass bin and service, suggesting cheaper and more sustainable options.
- We'll keep advocating, but we plan to meet the legal requirements, with 18 months to implement the service.



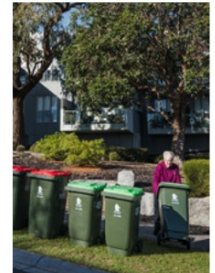
Shared bins for townhouses, apartments and retirement villages

Shared bins to help with 4-bins storage and space

We understand that not all households will have space for 4-bins. That's why we are trialling different shared bin arrangements at units, townhouses and apartments across our community.

We are proposing a **shared glass and food organics and garden organics (FOGO) bin arrangement model** for when there are 4 or more households on a property.

The number of shared bins your property will receive is determined by the number of households in your apartment development – outlined in the following slide.



Shared bins for townhouses, apartments and retirement villages

Our plan is:

- Every site with 4 or more households on a site will get the **minimum shared bins** they need
- If you need more bins, you can ask for them (within the bins terms and conditions)
- If you already have your own FOGO bin, you can keep using it
- For any site that has less than 4 households, individual bins will be distributed.

All households that have Council bin services will be charged the Kerbside Waste Service Charge for the minimum service of all 4-bins. Additional or larger bins are charged for an additional fee.



Proposed shared bins for townhouses, apartments and retirement villages

Option 1 Weekly garbage, fortnightly FOGO

Dwellings	FOGO	Glass
4-10 households	2 x 140L FOGO bin will be delivered to your development.	1 x 120L glass recycling bin will be delivered to your development.
11-20 households	1 x 140L FOGO bin will be delivered for every 5 dwellings in your development.	3 x 120L glass recycling bins will be delivered to your development.
20+ households	1 x 140L FOGO bin will be delivered for every 5 dwellings in your development.	1 x 120L glass bin will be delivered for every 10 dwellings in your development.

Garbage bin collected weekly, FOGO and Recycling bins collected fortnightly, Glass every 4-weeks.

Option 2 Fortnightly garbage, weekly FOGO

Dwellings	FOGO	Glass
4-10 households	1 x 140L FOGO bin will be delivered to your development.	1 x 120L glass recycling bin will be delivered to your development.
11-20 households	1 x 140L FOGO bin will be delivered for every 10 dwellings in your development.	3 x 120L glass recycling bins will be delivered to your development.
20+ households	1 x 140L FOGO bin will be delivered for every 10 dwellings in your development.	1 x 120L glass bin will be delivered for every 10 dwellings in your development.

FOGO bin collected weekly, Garbage and Recycling bins collected fortnightly, Glass every 4-weeks.

How to provide in depth feedback

Focus Groups

Sign up for an involved workshop to unpack the 4-bin service options and how it could impact you and receive a \$50 gift card to thank you for your time.

Residents in townhouses, apartments and units
Wednesday 17 September, 6pm – 7pm
Box Hill Town Hall, Box Hill Town Hall, 1022 Whitehorse Road, Box Hill

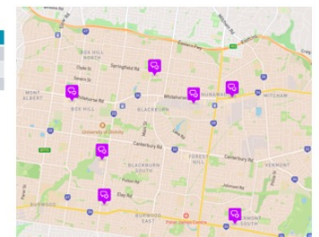
All residents – English and Mandarin speaking (interpreter available)
Tuesday 23 September, 9:30am – 11:00am
Nunawading Community Hub, 96-106 Springvale Road, Nunawading

All residents
Wednesday 24 September, 9:30am – 11:00am
Whitehorse Civic Centre – Willis Room, 379-399 Whitehorse Road, Nunawading

Come say hi!

Pop-ups

Date	Location
19 September	Vermont South Community Twilight Market
20 September	Bunnings Box Hill
25 September	Blackburn Square Shopping Centre



How to provide feedback

Have your say via our survey at yoursay.whitehorse.vic.gov.au/4bins by 30 September 2025.

Other ways to have your say

Email: wasteteam@whitehorse.vic.gov.au to provide your feedback or request a call from officers

Collect a hardcopy survey from the Customer Service desk at the Nunawading Civic Centre or Box Hill Town Hall

Further ways to have your say, both in-person and online are listed at yoursay.whitehorse.vic.gov.au/4bins

Translation Information

If you need an interpreter, call the Translating and Interpreting Service (TIS National) on 131 450 to speak to an interpreter. Ask them to phone Whitehorse City Council on 9262 6333.

OR

- National Relay Service (NRS)
TTY: 133 677 (ask for 1300 787 624)
- Speak and Listen (speech-to-speech relay):
1300 555 727 (ask for 1300 787 624)
- Translator Interpretation Service
131 450 (ask for 1300 787 624)



Win!
Have your say by 30 September and go in the chance to win 1 of 10 \$50 vouchers

FAQs

When will my bins change?

1 July 2027

All Victorian Councils are required to have a 4-bin waste and recycling service for all households by 1 July 2027. Whitehorse is working towards the legislated expectations within the timeframe.

Why do we need a Food Organics and Garden Organics (FOGO) bin?

The average Whitehorse garbage bin contains approximately 40% of food waste, a valuable resource sent to landfill.

When organic waste is sent to landfill it rots and produces methane, a potent greenhouse gas.

A FOGO service means food and garden waste will instead be taken to Bio-Gro's composting facility in Sanderson South. There the waste will be recycled into quality mulch and compost for gardens and farms across Victoria, helping plants and your food grow.

What if I don't have space for a fourth bin?

We are aware that all households are different. Part of this community consultation is to find out what works best for the Whitehorse community and the best options for introducing the glass bin.

Why do we need a glass recycling bin?

The Victorian Government requires all Councils to move to a 4-bin kerbside waste and recycling service, including the introduction of a dedicated glass bin.

When glass is placed in the yellow lid bin, it creates problems, as glass often breaks into small pieces and mixes in with other recyclable materials such as plastic and paper, making them harder to recycle.

From 1 July 2027, the glass bin will be mandatory for all councils and from this date glass will become a contaminant in the kerbside recycling bin. Therefore, you will no longer be able to put your glass into the recycling bin.

Will this change impact renters?

Yes, all renters within Whitehorse will have access to the 4-bin service. However, only property owners and managing agents will be able to manage any requests regarding bins.

Tenants wishing to order or swap bins must contact the owner or managing agent and ask them to submit a request on their behalf. Tenants may only report damaged or missing or stolen bins.

Will this change impact my rates?

Yes, the changes to our waste and recycling services will be reflected through the Kerbside Service Waste Charge.

5.2.2. Questions asked across all focus groups

What do you like about Option 1	What don't you like about Option 1
What do you like about Option 2	What don't you like about Option 2
Of the two options, which do you prefer? Why did you select this option?	
Is there anything else about the proposed changes to your kerbside waste collection that you would like Council to know?	

5.3. FOCUS GROUP NOTES; HOUSEHOLDS LIVING WITH DISPOSABLE NAPPIES

5.3.1. Waste Collection: Preferred Option 1

Pros:

- No food waste in the weekly

Cons:

- Living among 23 townhouses in a row (23 bins) is a lot
- Do not have space for 4 bins
- We do not fill up 4 bins
- We fill the green bin less once a month
- We compost ourselves and do not use the green bin

Overall comments:

- Default of 120L (red bin) preferred
- Extra cost of glass bin that we do not use

5.3.2. Waste Collection: Preferred Option 2

Pros:

- Environmental aspect
- Cheaper option
- Will require the garbage bin size to match fortnight

Cons:

- Time consuming washing nappies
- Washing 12/14 nappies every two days

Overall comments:

- Council to consider number of kids and how many disposable nappies this creates, offering bins to cater for the size of kids.
- There is cleaning services provided for nappies however always sold out or not nearby, this is a service council could provide
- Should have the choice to have your bin size tailored as there is a lack of space in MUDS.
- Requires larger red bin
- Cost of nappies per child is roughly \$2000- 3000

5.3.3. Questions/ Comments Raised:

Participants raised the following questions and comments during the focus group:

- Is there an extra cost to red bins? - yes
- How do they get that 10%? We have two kids I reckon we have 50%
- With green bins, we do compost in our gardening, can we opt out?
- Are you considering increasing red bins 140 or 240 Litres?
- Another factored in cost is we buy disposable bags, for green bins? - they're free at council.
- When change bin there's a whole education campaign, right now people not understand they can put food in FOGO bins, most people doing understand that, How much is bins changing, how much is behaviour changing?
- Is there an option for a smaller green bin? - There is a 140 L? (No) Can not fill top green bin?
- Intuitively makes sense less waste going to landfill can save you money?
- Are you trialling behaviour to drive nappies and other waste in red bins? What now goes in red bin?
- Is the purple in only for glass?
- In summer does it still not smell?
- Did cloth but need 20 nappies, getting dictation is hard work
- Why separation of normal recycling and glass?
- Are there options for small bins, put purple bins out annually?



5.4. FOCUS GROUP NOTES; CHILDRENS REFERENCE FOCUS GROUP

5.4.1. Why change to 4 bins?

Students came up with several reasons about why we might be moving to 4 bins, including:

- We all should separate food scraps
- Glass recycling makes it safer for workers separating glass.
- It's easier – it helps people with lots of rubbish and helps people remember when to put the rubbish out.

Also discussed was the current make up of Whitehorse garbage bins, current and proposed collection frequencies of garbage and food organics and garden organics (FOGO) bins, and the 4-bin system required by the state government.

5.4.2. Do you support fortnightly garbage?

Four (4) students supported fortnightly garbage, two (2) students were in the middle, and thirty (30) students did not support fortnightly garbage. Students that were in the middle noted that a bigger rubbish bin would be needed. Students who were not in support highlight that big families would struggle and that there could be more issues with smell if garbage is collected fortnightly.

5.4.3. What could help our community make the switch?

Students worked in groups to brainstorm actions and ideas to support their families and community switch to a 4-bin system successfully and potentially switch the frequency of garbage and FOGO collections. Ideas generated by groups are listed below:

Ideas generated by groups are listed below:	
<ul style="list-style-type: none"> • A TV ad • Ad for where rubbish goes • Advertise how this change would help and give evidence on how what they're doing isn't sustainable • Advertisements x2 • Be taught at school how to recycle • Bigger bins x3 • Bigger red bins x6 • Bin truck lane on the road • Day for compost • Decisions on each family if they want a specific size of bin (beneficial for each family) • Flyers/brochures • Glass bins if tipped over are kind of dangerous • Government/local officials informing houses • If it's weekly, it's making landfill fill up more quickly • Instagram posts to inform us • Less bins but the bins are bigger in size • Letters in mailboxes • Maybe in the newspaper • Maybe put news in all the mailboxes 	<ul style="list-style-type: none"> • More information about the processes • More protection on bins (glass) • More room for bins • News x2 • Notices on community pages • Pages in Whitehorse News • Posters about what goes in each bin x3 • Posters on the bin • Put stickers/labels on the bins about what goes in and have ads, signs and posters around • Social media x4 • Sponsor bins (more money) • Take away old bins when they give out new bins • Timetable for bins • TV • Upsizing of the bin • We could have less bins • We could let people decide if they want another bin or not • Whitehorse Council magnet of what to put in bins • You could make the red bin bigger • You have to think more about what you're putting in the bin.

5.5. FOCUS GROUP NOTES; HOUSEHOLDS WITH MEDICAL NEEDS & DISABILITIES

5.5.1. Waste Collection: Preferred Option 1

Pros:
<ul style="list-style-type: none">• The convenience (no change)
Cons:
<ul style="list-style-type: none">• Smell in summer

5.5.2. Waste Collection: Preferred Option 2

Pros:
<ul style="list-style-type: none">• Need larger bin
Cons:
<ul style="list-style-type: none">• Red bin always full even with weekly• Smell is concerning → Animal waste
Overall comments:
<ul style="list-style-type: none">• Preference for this option but option 1 realistic• Need to spend a lot of money to educate people on this option to save money in long run.• Make bins taller• Is there a de-odouriser product WCC can give out?• Have plenty of packaging I can't recycle• Get medical deliveries monthly - open them weekly, many bandages require additional bins.

5.5.3. Questions/ Comments Raised:

Participants raised the following questions and comments during the focus group:

- Speak about cost \$ and make it visual
- Batteries - I understand not to put them in the bin, can cost a lot in damage and a safety risk.
- Need more repercussion if we get things wrong
- Current Green bin is opt in - Make a transition period so people have time to be educated = less resistance to change, come back to community after change
- Council should trial a third option
- Collect data for 12 months on FOGO as an option
- Currently parents want to cancel FOGO = cost of rates increased
- Need to provide info on direct cost savings to us
- "My Children motivate me to recycle"
- IS waste contamination and waste contamination with ceramics the same thing?
- The Small FOGO donates is the 5%
- Bigger households to receive larger red bin
- Time frame of larger bins for families with nappies
- Pets also require large bins
- What is the impact of number of bins with population growth?
- I live in 20 units I don't want to share
- I compost most FOGO
- Are liners to continue being provided for FOGO?
- Does the medical exemption apply now?
- What if lid bins aren't shut?



5.6. FOCUS GROUP NOTES; MUDS (MULTI UNIT DWELLINGS)

5.6.1. MUDS collateral

Additional questions asked of the MUDS Focus Group.

Service Options	Garbage	FOGO	Recycling	Glass
Option 1 Weekly garbage, fortnightly FOGO	Collected weekly	Collected fortnightly	Collected fortnightly	Collected every 4 weeks
				
	80 Litre	140 Litre	240 Litre	80 Litre

Dwellings	FOGO	Glass
4-10 households	2 x 140L FOGO bin will be delivered to your development.	1 x 120L glass recycling bin will be delivered to your development.
11-20 households	1 x 140L FOGO bin will be delivered for every 5 dwellings in your development.	3 x 120L glass recycling bins will be delivered to your development.
20+ households	1 x 140L FOGO bin will be delivered for every 5 dwellings in your development.	1 x 120L glass bin will be delivered for every 10 dwellings in your development.

What do you like about Option 1	What don't you like about Option 1

Service Options	Garbage	FOGO	Recycling	Glass
Option 2 Fortnightly garbage, weekly FOGO	Collected fortnightly	Collected weekly	Collected fortnightly	Collected every 4 weeks
				
	80 Litre	140 Litre	240 Litre	80 Litre

Dwellings	FOGO	Glass
4-10 households	1 x 140L FOGO bin will be delivered to your development.	1 x 120L glass recycling bin will be delivered to your development.
11-20 households	1 x 140L FOGO bin will be delivered for every 10 dwellings in your development.	3 x 120L glass recycling bins will be delivered to your development.
20+ households	1 x 140L FOGO bin will be delivered for every 10 dwellings in your development.	1 x 120L glass bin will be delivered for every 10 dwellings in your development.

What do you like about Option 2	What don't you like about Option 2

5.6.2. Waste Collection: Option 1

Pros:

- Shared bin would work

Cons:

- 140L is too large for FOGO – would like 80L
- Shared bin no access to other bins

Overall comments/ questions:

- Will it be shared bins for everyone? How is that decision made?

5.6.3. Waste Collection: Option 2

Pros:

- If you have FOGO it should be weekly.
- Cheaper
- Weekly collection of FOGO

Overall comments:

- Is there an option for 4 or more units to opt out of sharing glass?
- For 11-20 households instead of 3x glass can you get 2?

5.6.4. What is your feedback for the shared bin approach?

Pros:

- Saves space, take turns at taking the bins out.

Cons:

- Could cause conflict between neighbours
- Retirement village – not happy being charged the same but less service.
- People putting wrong things in the bin.

5.6.5. What is your preferred option and why?

Option 2: (15 voted option 2, none voted option)

- No per village is better
- Makes the most sense from practicality & cost
- Green bins fill up faster so more frequent pick up preferred.
- Good health
- Food waste degrades and is unhygienic. The bins are too big 80L is big enough
- Environmental cost and health factors
- Don't want organic waste hanging around, not in favour
- Cost
- Weekly FOGO costs less, more sustainable, less waste to landfill, ideally 120L sized garbage bin.
- Regular FOGO pick up, less cost.

5.6.6. Questions/ Comments Raised:

Questions and comments raised throughout the session:

- Why does WCC have 5% vs other council have more diversion rates?
- How does cost differ for us from option 1 and 2? Option 2 causes an additional cost for us as a house without a garden
- Is there an option for smaller bins? (have an issue with space)
- Is FOGO one size? Is their size options?
- FOGO and recycling bin too big, have limited space. Do not want anything over 80Litres. A lot of empty space in bins. – We live in 2 units who all have bins.
- Live in 3 units, currently no proper spot for bins, could share glass need to work with other houses.
- Is there a cost difference for sharing?
- Currently bins in garage – no space for our car if put 4 bins in.
- We should be looking at the European model for reference, having 4 bins is too messy.
- The 4 bins were not consulted on during the election.

- More information about the I want a glass bin, don't have a car don't want to carry around to a drop off hub, don't mind sharing.
- Do you leave lids on glass?
- Food waste directly in a bin, or in a bag in the bin?
- Feel confused – VIC govt already have drop off hubs to recycle waste, and are now proposing 4 bins, why both options?
- Do scouts still collect glass?
- I use bin liners to reduce mould growth in the bins.
- Does the glass bin cause more breakage? I assume with card it cushions the glass?
- Australia has recycling issues, we're putting in all this effort and nothings being done.
- Is there another option to the purple bin?

5.7. FOCUS GROUP NOTES; GENERAL COMMUNITY (CALD)

5.7.1. Waste Collection: Option 1

Pros:

- Better for elderly, helps their routine, hard to change 40 – 50 years of behaviour. Suggest small green bins for kitchen bench better for elderly.

Cons:

- Have large garden.
- In spring/ summer a lot of FOGO waste.

5.7.2. Waste Collection: Option 2

Pros:

- Option 2 is a better choice, does WCC have data on what is a % of single property = FOGO used a lot.
- Prefer this, it's better for the environment easier to educate young people harder to educate older. – We need more education.
- Weekly collection of FOGO
- Don't mind – if it reduces council fee.

Cons:

- If garbage is collected every 2 weeks, it gets smelly. What does council have for smell?

Overall comments:

- I would like a larger bin with no additional cost. – I have kids
- Can depend on family size, 80L may not suit all age, habit etc.

5.7.3. Which is your preferred option and why?

Option 1:

- I prefer option 1, I don't have more FOGO
- I don't have much waste as I live alone.

Option 2:

- Environmental and environmental concern
- Reduce waste cost + Better for the environment
- Save money economy wise and environmental
- Prefer this but increase size of red bin no cost.

5.7.4. Questions/ Comments Raised:

Questions and comments raised throughout the session:

- Townhouse resident – Do not need FOGO or glass bin.
- Cost of council rates?
- Is there an opt out of glass?
- What bin does animal waste go?
- Any plans for glass, treat as plastics to have 10 cents?



5.8. FOCUS GROUP NOTES; GENERAL COMMUNITY

5.8.1. Waste Collection: Option 1

Pros:

- Nothing changes

Cons:

- 40% FOGO is on average much higher than I thought
- Is there an option for 240L? Garden will fill FOGO quickly

5.8.2. Waste Collection: Option 2

Pros:

- Reduce emissions should be priority
- "You can deal with any change"
- I have a bokashi bin and use FOGO, but I don't feel other households will reduce red bin use if switch to red every two weeks.

Cons:

- Option 2 concern is no option to increase garbage. Is there an option to push option 2 and provide larger garbage?
- Fortnightly red collection is difficult for a nappies household.
- I have a 240L, if we go with option 2, I would like to go down to a 140L bin.
- I would not need a 240L FOGO every week.

Overall comments:

- There is a need for national campaign for buying food we don't eat
- Option to increase red reduce FOGO size?
- 41% is food you eat, that's a lot!!
- Does 140L and 240L FOGO cost different?
- Is there a separate bin charge?

5.8.3. Which is your preferred option and why?

Option 1:

- No difference for my household, therefore minimal change
- Single person household – only fill FOGO each fortnight
- 120 L appropriate for my household

Option 2:

- FOGO collection
- Environmental cost
- Lower overall cost
- Less going to landfill
- I don't have many things to go into red bin
- I hope it will encourage people to not buy what they won't use
- 41% being food waste is wrong
- I produce more green waste than red bin waste
- I currently have 240L green bin would want to retain this size
- Don't need weekly garbage so fortnightly is better for us
- They don't need weekly FOGO either
- Cost savings even if minimal
- Forcing people to discard their food organics in the green bin
- Educating people
- Cost
- Emissions
- Bins size for nappies if required etc

5.8.4. Shared bins

10 participants agree shared bins are a good idea and 1 person believed shared bins were not a good idea.

5.8.5. Questions/ Comments Raised:

Questions and comments raised throughout the session:

- Do most apartment have a private waste collection?
- Live in a SUD, I prefer option 2. Has there been any consideration for glass being collected less frequently? Could there be a collection point?
- If we go with glass, is there an option to change glass frequency?
- Don't understand why we need glass recycling, France, many European countries etc have drop off points.
- We've changed behaviour before e.g smoking. Drop off centres won't work – mothers, people who drink need to communicate drop off points. We are able to change behaviour.
- Everybody in different & behaviour, most people like simple and easy and low cost.
- What are different types of glass?
- Will glass be mandatory? For each household
- Will glass be allowed to go in the yellow bin?
- Other councils introduced weekly FOGO, did they consult? Why is WCC behind?
- How do we get 80% diversion rate?
- I have 240L recycling. Recently our contractor changed. The bins are breaking, the truck driver said they are not designed for your bins.
- Is there a downsize option to recycling?
- Possibility of shared glass in MUDs? With agreement with neighbours
- I live in 6 units near the hospital. Everyone puts their bins in their private garden. We can't share because of this. Some neighbours are older – do not want to push another bin. Live near a busy road, and public throws things in, do not like to keep bins out. Do not want glass can we opt out?
- Often contamination happens during life events - moving, end of lease etc. Big clean out. Any options to solve this?
- Aware costs increase in future, I see cost difference between option 1 & 2 is marginal.
- When this change happens does everyone change bin size?
- Is there an option for worm farm in future to reduce
- There needs to be more education on how and why to change

- Shire Bass Coast tells you where to put coffee cups with imagery on the bins. Make it simpler – images on bins
- Is terapack taken by CDS?
- If there's a financial drive to do the right thing, this works!
- A lot of people are cynical if recycling is even recycled, people aren't sure where it goes.
- Where does it go FOGO and garbage?

5.8.6. Questions/ Comments Raised continued:

- Where does it go FOGO and garbage?
- Business are bad with taking our garbage etc
- As a younger person (mid 20s – 30s) I'm guilty of not sorting rubbish, usually put most things in the garbage. Need more activations for young people so we're educated. It's easier for young people to change now.
- What comms does bodycorp have for shared bins?
- We need more education of correct bin use. I use bins correctly but I struggle. I am attending the session at the WCC library. I want to bring all my rubbish that confuses me.
- Is FOGO compulsory?

