

Quantum
Market
Research

Kerbside Collection Deep Dive

Infrastructure Victoria

Final Report



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About the research



Background



Infrastructure Victoria want to understand Victorians' attitudes, perceptions and factors which will influence the success of various potential kerbside waste sorting / collection initiatives. The research will inform Infrastructure Victoria's advice to Government on recycling and resource recovery infrastructure, due in April 2020.

In June 2019, Infrastructure Victoria undertook a community survey to understand, at a high level, Victorians' perception of recycling and their willingness to change household behaviours. The polling demonstrated Victorians had a high appetite for various potential kerbside waste sorting / collection initiatives.

This subsequent qualitative deep dive sought to obtain more discerning feedback once householders understood the implications of the schemes.

Research objectives

The specific objectives of the project were to:

1.

Understand awareness, attitudes and perceptions of current kerbside waste sorting / collection practices, including factors which may limit more complete adherence.

2.

Explain why initial receptiveness to proposed new kerbside waste initiatives polled as high.

3.

Explore how thoughts develop as new information is added about the implications of proposed new initiatives..

4.

Investigate the level of motivation to adhere to new initiatives and what is underlying that motivation. Conversely, what will limit adherence and how this can be addressed.

5.

Compare initiatives against one another to conclude which represent the best strategic opportunities for Government.



Who we spoke to



A total of n=44 focus group participants:

- Victorians aged 18+, who are responsible for managing / sorting waste for their household.
- A mix of genders and life-stage / household composition.
- Each participant completed a 15-minute homework task consisting of questions related to awareness of council collections, and perceptions towards waste sorting practices prior to the focus groups. Groups lasted 90 minutes.
- Groups were conducted over three evenings on 12th – 14th November 2019.

	High adherence to waste sorting practices	Moderate / low adherence to waste sorting practices	Total
Metro Melbourne	2	2	4
Bendigo	1	1	2
Total	3	3	6

Note that, to facilitate a shared discussion, and to highlight where there are differences in perspective, groups were split between those who do / do not completely adhere to current waste sorting practices.

The project was carried out in line with the Market Research International Standard, AS ISO 20252.

Who we spoke to

Participants were sampled to reflect a range of demographic characteristics.

Gender	n=
Male	21
Female	23

Age	n=
18-24	5
15-34	6
35-44	11
45-54	9
55-64	10
65-70	3

Annual household income	n=
Less than \$50,000	9
\$50,000 - \$74,999	14
\$75,000-\$99,999	7
\$100,000-\$149,000	9
\$150,000-\$199,000	3
More than \$200,000	2

Children under 18 at home	n=
Yes, all aged under 13 years	9
Yes, at least one aged 13 or over	8
No	27

Work status	n=
Employed full-time	23
Employed part-time/casual	9
Student	1
Working and student	3
Home duties	3
Retired	4
Unemployed	1

Council	n=
Greater Bendigo	15
Port Phillip	4
Maribyrnong	3
Moreland	3
Wyndham	2
Hobsons Bay	2
Bayside	2
Stonnington	2
Moonee valley	2
Boroondara	1
Melton	1
Monash	1
Maroondah	1
Whitehorse	1
Darebin	1

Victorians from Culturally and Linguistically Diverse (CALD) backgrounds were included in the research.

Detailed findings

Drivers and barriers to adherence

Victorians feel a sense of duty to the environment

Informed by a broad range of sources, they are concerned about the environment and feel it is important to take actions to minimise their impact.

Some are more committed – they are more cognisant of the impact of environmental issues, have well established sorting habits, and are willing to go out of their way to seek ways to recycle or create their own sorting systems. At the apex, the most committed already take non-kerbside waste to collection centres and upcycling programs within their community.

Those who are less active – rather than dismissing the environment entirely – feel a sense of duty to do ‘the right thing’ but just don’t do it consistently or don’t prioritise it over other factors such as convenience.



Too much of our waste goes to landfill and impacts on our environment. It just isn't right.



The positive habits of those committed to correctly sorting waste are deeply ingrained

Rather than having a rational basis, those committed to correctly sorting waste cite a broad emotional connection to ‘the environment’, and are compelled to ‘do the right thing’ by habit:

‘It’s who I am’

Environmentally conscious – positive waste sorting practices are just one expression of this audience’s interest in minimising their footprint. They commonly describe caring for the environment and taking positive steps as part of how they self-identify.

‘It has been instilled in me’

It is common for Victorians to describe that waste sorting behaviors have been habitual for such a long time, that they are now second nature. The systems they used when growing up tend to have translated into the systems they are using nowadays. This is especially true of younger audiences who may never have known any differently.

‘I have an obligation not just to myself but to others’

They have a more developed social conscience and a broader sense of social responsibility. A part of this persuasion is to place higher importance / priority on the environment.



“

***Recycling for me is just automatic.
It's part of who I am.
I don't plan it, it just happens.***

”

Mature Victorians and those living in regional areas have higher tendency to adhere to current waste sorting practices



Empty nesters / retirees



Regional residents

I have the time and space to make it a priority

Mature Victorians are less time pressured so face fewer barriers to sorting their waste correctly and consistently.

They also have more consistent, structured lifestyles, so their waste generation is less likely to change and they are less likely to be in situations where their waste collection system is insufficient (e.g. overfilling of the recycling bin).

Compared to metro residents, regional residents have more space - giving them more freedom to sort their waste as they wish before collection and to keep their waste separated into different streams (e.g. kitchen caddy for food waste, extra bins / storage indoor for recyclables, etc).

They are also less concerned about having to store their dry recyclables for an extra week / wait for next collection. Regional residents are more likely to engage in more 'drop-off' behaviours, made easier by their proximity to these centres compared to Metro residents and the predictability of traffic congestion.

Environmental concerns alone cannot dependably drive engagement with waste sorting practices

It is common for Victorians to put environmental concerns to the back of their mind in the face of other more pressing day-to-day matters.

For those who don't consistently adhere to waste sorting practices, other concerns more personal to them, such as careers, caring for their families, or staying healthy, take up the majority of their focus. This results in little room for conscious thought about the environment in their everyday behaviours.



It takes too long to work out what can and can't go into each bin. I have three kids at home, I just want to get the trash out of my house, I have other things I need to focus on.



Uncertainty creates misconceptions about how the system works and negatively impacts commitment to sorting

Victorians generally associate certain items as ‘obviously recyclable’ – for example, plastic bottles, dry cardboard and glass. However, there is a ‘grey area’ between what they know can definitely be recycled and what can’t. In this grey area, they are left to their own accord to figure out how they should dispose of the waste. Those not inclined to proactively seek clarity on how to sort waste likely do the wrong thing much of the time in one of two ways...



‘It’s better to be safe than sorry’

When unsure, they may dispose of the item in the landfill bin. The main reason for this is a concern that if anything non-recyclable was included among a batch of recyclable items, it would mean the entire batch would go to landfill as a result of the non-recyclable item ‘contaminating’ the others.



‘Let the system take care of it’

Alternatively, they may dispose of the item in the recycling bin. They believe that sorting out non-recyclable waste is one of Council’s roles and that recycling facilities cater for this. Further, they believe that at least *attempting* to recycle an item is better than the certainty of it going to landfill by putting it in the general waste bin.

They reject the ‘myth’ that one non-recyclable item means a whole batch of items cannot be recycled.

“

I try to sort our rubbish into the correct bins, but it's just too hard. I can never get it right so I get fed up and just chuck it in whatever.

”

“

When my red bin is full I put my nappies in the recycling bin. I feel a bit guilty but ultimately I don't have time to think about it for long.

”



Victorians do not suffer a dysfunctional system – if it doesn't work efficiently, they revert to whatever is most convenient



Bin capacity / collection frequency

- A common hurdle to sorting waste properly is recycling bins filling too quickly. This could be due to them being collected too infrequently or being too small, along with potential variability in the amount of recyclable waste week to week (i.e. bulky boxes, glass bottles following social events).
- In both cases, this leads to recyclable items 'overspilling' and being placed in general waste. Relatively few are willing to hold onto it at home between collections. Some residents mentioned using their neighbours' bins to dispose of excess waste, which helped to maintain the integrity of the sorted waste.



We can fill up the whole recycling bin in one week, but it only gets collected fortnightly. The only thing we can do is put them into the red bin (general waste bin). We don't have any other space.



Negative previous experience

- Negative previous experiences with recyclables collection (e.g. delayed pick-up, missed collection) and its repercussions (e.g. bins overflowing, smells, etc.) can lead to mistrust in the system. As a result, this led to residents using what is most convenient to them rather than adhering to sorting practices.



The council missed our organics bin once. We had to keep the organic waste for another fortnight. It was disgusting. Now we put everything into the general waste bin to avoid the hassle of it.



Families and those living in multi-unit developments are less likely to adhere to current waste sorting practices



Families

We're busy and our bins are insufficient

Apart from being time-poor, families generally consume more (therefore producing more waste), are more active, and have less structured lifestyles – these factors combine to make waste sorting more burdensome to get right.

When recyclable waste generation 'overspills' capacity, they have minimal time or space to do anything but put items into their general waste bins.



Multi-unit developments residents

It takes us more time and effort than others

Accessing bins typically requires descending stairs and/or walking to the carpark or other designated area outside of their building – requiring additional time and effort. Putting recyclables in a single in-home general waste bin is the easiest available solution. To sort and carry waste separately is a much higher burden on this cohort.

What's the point if other residents aren't doing it

Seeing neighbors not recycling properly in shared bins is a self-reinforcing cycle. It undermines belief in the effectiveness of their own sorting behaviors and 'normalises' that not sorting properly is okay. In particular, those who perceive that one contamination results in everything going to landfill become disenfranchised when neighbours do not sort correctly.

Reactions to initiatives

Three critical success factors for adhering to new sorting practices

1.

Frictionless

Victorians are resistant to new initiatives which are complex, or which require undue time and effort. For example, where there is confusion about what goes where, taking waste to a centralised location, or opting-in for ad-hoc collections.

2.

Clear environmental benefits

Victorians want to know there is a *reason* to sorting waste out into separate streams. The most compelling reason / benefit is that which relates to the environment. For example, 'by reducing the contamination incurred by co-mingled bins, we can keep closer to 100% of what gets sorted out of landfill'.

3.

Consistently functional

Bin capacity and collection frequency must be supported with the right infrastructure to prevent 'overspilling' and users becoming disenfranchised from the new system.



Victorians are broadly open to collection services for separate waste streams



Separate glass



Separate organics



Separate paper

Further separating waste intuitively builds on what people are already doing. In some cases, it is seen as simplifying recycling by making it clearer what does / does not go where.

Fundamental to the acceptability of this initiative is the communication of why it is important. Explanations relating to reducing burden on recycling centres and reducing cross-contamination to increase the proportion of sorted waste which gets effectively recycled are easily understood and well received.

It is anticipated that guidelines will be provided for clarification on which items can be placed into the bins (e.g. can magazines be placed into 'paper collection', can meat or bones be placed into 'organics collections', etc.) and standards of practice (e.g. the extent to which glass needs to be clean / dry).

The issue of collection frequency for organics is front of mind, with concerns raised that infrequent collections would result in build-up of smells and attract pests.



I'm happy to separate if I know that it is making it more likely to get recycled. It's silly that it's all mixed and all the time it must later take to sort... It's not that hard to separate it in the first place.



 = broadly accepted

Separation of nappies is acceptable in principle, but raises doubts which would need to be answered



Separate nappies



Separate nappies is a great idea if they are able to recycle the materials from it.



There's probably only one or two houses on each street that needs the nappies collection, but it would mean getting extra trucks to collect them. Seems like a waste of resources.




There is no intuitive understanding for why there would be a desire to sort and collect nappies separately.

The logistics and additional resources required to implement separate nappy collection is seen as unnecessary and a burden to the council as it would only be applicable to a small proportion of households in Victoria. This raises significant doubt.

However, families with young children are willing to separate nappies if that is what is needed to improve outcomes. They do not strongly object to doing so.



Clear communication about the benefit of nappy separation would be essential. Ultimately, community uncertainty and doubt about this initiative may make it a lesser opportunity for Government than other types of waste stream sorting.

 = triggers initial resistance, but may be accepted with caveats

Reducing services causes some tension but can be acceptable within a revised system



Smaller general waste bins



Lower frequency of collection



I can't go smaller. My bin's always full because I put everything in there.



The organics bin still needs to be collected weekly. If not, it would be disgusting. If I was separating glass it would take ages to build up so fortnightly would be fine.



On instinct, Victorians reject reduction in their bin capacity and collection frequency – anticipating build-up of smells and attraction of pests as a result.

However, once explained that increased sorting would lead to lower volume of general waste, acceptance (somewhat reluctantly) becomes more widespread.

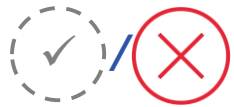
Communicating reasons / benefits of having smaller general waste bins and lower frequency of collection as well as how general waste collection fits within the revised system will be crucial to successful implementation and adoption.

The capacity of the other waste stream bins must also be sufficient and collected frequently (esp. the organics bin), otherwise residents will resort to placing waste into whichever bins have space.

The appropriate framing is 'phasing out of larger general rubbish bins', to avoid those residents who already have a smaller bin fearing they will be affected to the point where it becomes unfeasible.

= triggers initial resistance, but may be accepted with caveats

Although acceptable in principle, variable rate charging raises considerable criticism which would need to be addressed



Variable rate charging



I recycle most of my waste. I only take out my general waste bin once a month, having variable charges would work in my favour.



Households with kids are likely to create more waste. Charging them for having more waste is like penalizing them for having kids.


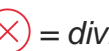


Those in smaller households, who already adhere to waste sorting practices, and who believe they would be better-off under the scheme, are inclined to support it on the basis they think it's 'fair'.

Those in larger households, especially those who are also disinclined to sort properly, strongly oppose the system, believing they are being 'unavoidably punished' by their circumstance.

Overall, the proposition raises significant cynicism, with Victorians rejecting that any resident would be able to save money. There is a widespread mistrust of Government to roll-out the scheme in such a way that anyone was made better-off in the long-term.

Misuse of the system, e.g. neighbours putting waste into each others' bins to minimise their own charges, is also a significant concern.

 /  = divisive, may be acceptable to some with caveats but is rejected by others

Opt-in collection is an example of where, by making the system more complex, Victorians are liable to become non-compliant



Opt-in collection




This seems like a huge pain. Let alone remembering to put the bins out, now I have to remember to order the bin service. I would very much object to this.



Rather than opting-in for collection service, residents prefer to opt-out when they don't require the service as the perceived frequency of having to opt-in is likely to be too burdensome.

Victorians anticipate that a wait-time between opting in and the bins being collected would create issues as bins overflow due to their own forward-planning oversights. The outcome of this would be recyclables going into general rubbish.

The proposed scheme also raises significant cynicism about the resource cost of trucks doing ad-hoc rounds where they only collect from nominated households. A question raised is whether there would be more trucks, coming more often, to enable this patchy service.

 = broadly not accepted

The perceived effort of using a centralised drop-off is rejected by mainstream of Victorians



Centralized drop-off points for multiple waste streams in residential areas

Centralized drop-off points for multiple waste streams in residential areas in lieu of kerbside collection services is viewed as requiring ‘too much effort’ – having to transport their waste from their home to the centralized locations.



What about wet weather? Or the elderly? You’d have to drag all this rubbish behind you, how is that feasible?




This initiative is received negatively by both those who are currently committed to recycling and those who are sorting infrequently. This initiative is viewed as only relevant to residents in multi-units developments as it is similar to their current collection systems.



I think we’re really lazy here in Australia. We’re used to people picking up our rubbish from our doorstep and keeping our streets clean. We’re not ready for this.



For the uncommitted who currently receive kerbside collection services, having to transport their waste further than where they currently do will further de-motivate them to adhere. Similarly, potential exposure to others not adhering to sorting practices may also lead to demotivate to try to adhere.

 = broadly not accepted

Container deposit scheme (CDS) is appealing in theory, but Victorians do not see themselves using the service



Container deposit scheme (CDS)



This is like the centralized drop-off idea only there's a 10 cent incentive. 10 cents might encourage some people but definitely not me.



I'd be happy if other people did this but I wouldn't bother myself.



 = An appealing proposition in principle, but actual usage questionable

Victorians are partly familiar with the concept of container deposit schemes and aware they're operated in other States. Having Victoria catch-up to this national effort is appealing in theory, however they do not see themselves using the initiative.

Extra effort is required to store the containers at home and take them to the CDS. Willingness to do so is negatively influenced when people have smaller living spaces, are time-poor, and/or predict heavy traffic between them and the CDS.

The proposed financial incentive (10 cents) is viewed by individuals as nominal and not warranting the efforts required to return their own bottles and cans, especially among those not committed to recycling. The incentive is seen as suitable for encouraging kids and financially vulnerable individuals, but not for the general population.

Kerbside collection is the preferred option for bottles and cans. Furthermore, when the range of kerbside collection options were presented (with separate glass collection) this solution was seen to be redundant.

Optimal configuration

Victorians are receptive to increasing waste separation streams as long as the system is consistently functional

With the underlying desire to do the right thing for the environment, Victorians are willing to increase their waste sorting behaviours and welcome initiatives that make waste sorting easier and more intuitive.

As long as they have an understanding of the importance of separate waste streams and minimal effort required from them (e.g. easy to classify, not having to go to centralised locations, and collected often enough, does not take up too much room, etc.), they are open to separating glass, paper and organics.



Three considerations are considered critical to successful implementation:

- Organic waste needs to be collected most frequently (ideally weekly).
- A compelling narrative on the reasons / benefits of separate waste streams.
- Clear guidelines on which items should go into which bin.

Further considerations may affect the roll-out:

- Individuals develop their own methods of sorting and storing waste indoors before it goes to respective kerbside bins. Increased separation may mean residents need to create / adopt a new storage system indoors. They may be happy to store dry recyclable items indoors but not others. New sorting initiatives may need to be introduced gradually to allow residents time to adapt.
- Separate waste stream collection is more burdensome for residents in high density developments. It may be more readily accepted if it first becomes normalised among the wider community.
- There's concern that increasing the amount of kerbside collection services will come at an increased cost to residents. Impact on council rates needs to be reasonable otherwise dissatisfaction could motivate defiance towards the system.

Appendices



Discussion guide

**Kerbside Collection Deep Dive
Discussion Guide – Focus Group Interviews (90 Minutes)**

Introduction – 5 minutes

Objective: Settle respondents.

- Thank you for participating.
- Anonymous / confidential.
- Audio recording / video-taping / remote client viewing.
- Going to talk about your views. No right/wrong answers.
- Highly exploratory discussion. I am not an expert, and the whole exercise is assuredly non-judgemental.
- Everyone contribute but talk one at a time.
- About an hour and a half.

- To start, tell me a little about you. Go around the room and share...
 - Name.
 - Where from in Melbourne / Bendigo.
 - Family status.
 - Work / hobbies.

Current waste management and sorting practice – 15 minutes

Objective: Understand awareness, attitudes and perceptions of current kerbside waste sorting / collection practices, including factors which may limit more complete adherence.

As you may know, today I want to talk to you about waste sorting and management. We are all sitting here today because we have said we [For adhere to waste practices groups: sort or recycle all or the majority of our recyclable waste] / [For do not adhere to waste practices groups: sort or recycle some of our recyclable waste].

- To help me understand this a bit more, can we go around the room and share with everyone what kerbside council waste collection services are currently available in your area, and how you manage / sort your waste?
Moderator to start and briefly talk about own practice, making sure to be similar to the groups', and then go around table.
- For each respondent, probe:**
 - Who's responsible for managing / sorting the waste in your home?
 - How often?
 - What happens to your recyclable waste – plastic? Glass? Paper?
 - What about garden / green waste? Food waste?
 - What goes to landfill?
 - What gets sorted or recycled? What doesn't get sorted or recycled? How come?
 - Apart of using kerbside council waste collection services, do you dispose / manage your waste in other ways?

Discuss as a group:

- Why do you do manage / sort your waste in this way?
 - Have you considered any other ways?
 - What do you like about disposing of your waste in this way?
 - Is there anything you particularly dislike about doing this?
 - Any challenges?
 - What's stopping you from using all the kerbside collection services available in your area? What's stopping you from sorting / recycling more? How come?
 - What would encourage you to sort / recycle more?
 - Have you always disposed of your food waste in this way?
 - When did you start doing this?
 - What triggered you to start?
 - Are there any types of kerbside collection services you wish to have? How come?

New initiatives concept testing – 65 minutes

Objective: Evaluate new initiatives, and explore motivations and barriers to usage / adherence.

- Have you heard of any other ways to manage or sort waste or other kerbside / council collection services?
 - Where did you hear about it?
 - What are your thoughts on it?
 - What do you like about this way of managing / sorting waste?
 - What do you dislike about it?
 - If it was available to you, would you use it? Why / why not?

Now, I would like to get your feedback on a number of different waste collection initiatives.

First, I'd like us to break into groups of 2-3 and discuss each of them – what you like and dislike about each one. After discussing within your group for around 5 minutes, we will reconvene and discuss your thoughts as one big group.

Moderator to split respondents into groups based on sitting arrangement and distribute a copy of A4 stimulus to each group. Moderator to remind respondents the images are for illustrative purposes only.

Initiative stimulus – Print on concept boards, one per board (SHOW IN ORDER)

- Container deposit scheme (CDS)
- Organics (food and garden) bin
- Kitchen caddy
- Glass collection
- Paper collection
- Nappies collection (SHOW FOR ALL GROUPS, BUT IF NOT RELEVANT, MOVE TO NEXT ONE.)
- Smaller residual waste bin
- Smaller residual waste bin w/ Lower council charges for household that generate less waste
- Modified collection times
- Centralised, drop-off points for multiple waste streams in residential areas

Regroup and discuss initiative one-by-one – SHOW IN ORDER.

For each:

- What were your first thoughts on this?
 - Have you heard of this way of managing or sorting waste before?
 - What types of questions does it raise?
 - What do you like about it?
 - What don't you like about it?
 - If this was available to you, would you use it? Why / why not?
 - How would this fit with how you currently manage or sort your waste? Would it be an addition or a replacement to your current kerbside collection services? How so?
 - What do you foresee would stop you from using it? How come?
 - What would be needed to encourage you to use it?

Specific probes:

Note to moderator: For pricing questions, try to gauge approximate price acceptance. If respondents do not know their rates and cannot give a clear indication of price willing to pay, move on to next question / concept.

Organics (food and garden) bin / Kitchen caddy / Glass collection / Paper collection

- How often would you expect this to be collected?
- Would you be prepared to pay for this collection service? If so, how much?
- For *Kitchen caddy*: if compostable kitchen liners were provided with the kitchen caddy, what are your thoughts on it?

Nappies collection

- How do you currently dispose of nappies?
- Would you be prepared to pay for this collection service? If so, how much?
- Of the two options (collection vs. drop-off), which do you prefer? How come?

Lower council charges for household that generate less residual waste

- Would this encourage to sort more of your waste? Why / why not?
- Would this encourage you to generate less waste? Why / why not?
- How much lower in council charges would you expect?

Modified collection times

- For the lower collection frequency option: What frequency would you expect?
- Of the two options (lower collection frequency vs. opt-in collections), which do you prefer? How come?

After all initiatives have been discussed:

- Thinking about your household, which of these do you want your council to offer?
Moderator to allow different combinations within the group if applicable. For each combination selected, discuss:
 - Why these services?

Now, I'm going to show you combination of how these waste collection service options could be offered.

Moderator to explain each combination (IN ORDER) and lay out stimulus on table.

Combination stimulus – Print on A4, one per page (show in order)

- 2-bin system (Landfill + Commingled recycling)
- 2-bin system (Landfill + Commingled recycling) + Container deposit scheme (CDS)
- 3-bin system (Landfill + Commingled recycling + Organics)
- 3-bin system (Landfill + Commingled recycling + Glass)
- 4-bin system (Landfill + Commingled recycling + Organics + Glass)
- 5-bin system (Landfill + Commingled recycling + Organics + Glass + Paper)
- 3 / 4 / 5-bin system + nappies collection
- 3 / 4 / 5-bin system + Container deposit scheme (CDS)
- 3 / 4 / 5-bin system (smaller garbage bin)
- 3 / 4 / 5-bin system (smaller garbage bin) + lower council charges for less waste
- 3 / 4 / 5-bin system + Modified collection times
- Centralised, drop-off points for multiple waste streams in residential areas

Discuss after all combinations have been shown:

- For the organics, glass and paper bins, they can also be offered as stackable crates. **Show image.**
 - What are your thoughts on this?
 - Is this something you would like? How come?
- Thinking about your household.... Of these, which ones do you want your council to offer?
 - Why these combinations?
 - What would you change?

For each group, make sure a maximum of 3 combinations are chosen.

Wrap up – 5 minutes

- Before we finish up, does anyone have any questions or comments they'd like to add?
- Check with client on final questions.
- Collect homework.

Thank & Close

Stimulus shown

Container deposit scheme (CDS)

- You can return empty bottles and cans to return points and receive a 10 cent refund for each container.
- Return points will be located at your local supermarket (e.g. Coles, Woolworth).



Organics (food and garden) bin

- A kerbside bin to separate organic waste, e.g. food waste / scraps and garden waste.



Paper collection

- A separate kerbside bin for paper products.



Nappies collection

- A separate bin for nappies which could either be collected kerbside or dropped-off.



Kitchen caddy

- A kitchen caddy to collect all food waste from your home. It is small and so can be stored easily. The food waste from your kitchen caddy should then be transferred into the larger kerbside organics bin, which you put out for collection.



Glass collection

- A separate kerbside bin for glass products.



Smaller general waste bin

- Instead of your regular general waste bin (landfill), you would receive a smaller garbage bin as waste in the garbage bin would be significantly reduced if separate bins were provided for recyclables that can be taken outside of the garbage bin.

Smaller general waste bin w/ Lower council charges

- Instead of your regular general waste bin (landfill), you would receive a smaller garbage bin as waste in the garbage bin would be significantly reduced if separate bins were provided for recyclables that can be taken outside of the garbage bin.
- Lower council charges for households that generate less waste (to incentivise waste reduction).

Modified collection times



Option 1. Lower frequency of collections
Reduction in frequency of collections for the garbage bin (landfill), e.g. reduction from weekly to fortnightly collections, to account for the fact that the garbage bin might generate less odour if organics are collected separately.














Option 2. Opt-in collection
You would use technology to opt-in for collections whenever your garbage bins are full. The charges would vary based on frequency of collection requested.

Centralised, drop-off points for multiple waste streams in residential areas

- Centralised, drop-off points located 20 – 50 metres away from your home.
- You would be able to dispose multiple types of waste, i.e. general landfill waste, recyclables, organic waste, etc.
- As the council would be able to do fewer collections, your rates would be cheaper.



<p>2-bin system</p> <ol style="list-style-type: none"> 1. A 'garbage bin' which goes straight to landfill 2. A 'mixed-recycling' bin for recyclable waste  <p>Garbage bin (Landfill) Mixed recycling bin</p>	<p>2-bin system + Container deposit scheme (CDS)</p> <ol style="list-style-type: none"> 1. A 'garbage bin' which goes straight to landfill 2. A 'mixed-recycling' bin for recyclable waste 3. Container deposit scheme (CDS)  <p>Garbage bin (Landfill) Mixed recycling bin</p>	<p>3-bin system (Landfill + Mixed recycling + Organics)</p> <ol style="list-style-type: none"> 1. A 'garbage bin' which goes straight to landfill 2. A 'mixed-recycling' bin for recyclable waste 3. An 'organics' bin for food and garden waste  <p>Garbage bin (Landfill) Mixed recycling bin Organics (food and garden)</p>	<p>3-bin system (Landfill + Mixed recycling + Glass)</p> <ol style="list-style-type: none"> 1. A 'garbage bin' which goes straight to landfill 2. A 'mixed-recycling' bin for recyclable waste 3. A 'glass' bin  <p>Garbage bin (Landfill) Mixed recycling bin Glass bin</p>
<p>4-bin system (Landfill + Mixed recycling + Organics + Glass)</p> <ol style="list-style-type: none"> 1. A 'garbage bin' which goes straight to landfill 2. A 'mixed-recycling' bin for recyclable waste 3. An 'organics' bin for food and garden waste 4. A 'glass' bin  <p>Garbage bin (Landfill) Mixed recycling bin Organics (food and garden) Glass bin</p>	<p>5-bin system (Landfill + Mixed recycling + Organics + Glass + Paper)</p> <ol style="list-style-type: none"> 1. A 'garbage bin' which goes straight to landfill 2. A 'mixed-recycling' bin for recyclable waste 3. An 'organics' bin for food and garden waste 4. A 'glass' bin 5. A 'paper' bin  <p>Garbage bin (Landfill) Mixed recycling bin Organics (food and garden) Glass bin Paper bin</p>	<p>3 / 4 / 5-bin system + nappies collection</p>  <p>Garbage bin (Landfill) Mixed recycling bin Organics (food and garden) Glass bin Paper bin</p>	<p>3 / 4 / 5-bin system + Container deposit scheme (CDS)</p>  <p>Garbage bin (Landfill) Mixed recycling bin Organics (food and garden) Glass bin Paper bin</p>
<p>3 / 4 / 5-bin system (smaller garbage bin)</p>  <p>Garbage bin (Landfill) Mixed recycling bin Organics (food and garden) Glass bin Paper bin</p>	<p>3 / 4 / 5-bin system (smaller garbage bin) + lower council charges for less waste</p>  <p>Garbage bin (Landfill) Mixed recycling bin Organics (food and garden) Glass bin Paper bin</p>	<p>3 / 4 / 5-bin system + Modified collection times</p>  <p>Garbage bin (Landfill) Mixed recycling bin Organics (food and garden) Glass bin Paper bin</p>	<p>Centralised, drop-off points for multiple waste streams in residential areas</p> 

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