



CAPTURING MUD PERSPECTIVES ABOUT FOGO AND FO SERVICES: Stakeholder Surveys

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Introduction

Legislative Context

In June 2021, the NSW Government announced a mandate for all councils to provide a household food organics kerbside collection service of household organic waste (food and garden) by 2030. This was part of its 20-year NSW Waste and Sustainable Materials Strategy 2041.*

To help with the transition, the NSW Government will invest \$365 million over 5 years, to support the rollout of new organic waste collection services. NSW targets for 2030 relevant to organics include a reduction of total waste generated by 10% per person, and to halve the amount of organic waste sent to landfill.

In the last decade both in Australia and internationally, organic waste collection services have begun a transition from simply Garden Organics (GO) services to Food Organics and Garden Organics (FOGO). There are now FOGO services in all states and territories in Australia. However, as SSROC has observed, implementation is neither universal nor is its distribution consistent across council areas.



* Department of Planning, Industry and Environment, *NSW Waste and Sustainable Materials Strategy 2041*, First published: June 2021

Introduction

The Role for MUD Stakeholders

Even when services are provided to enable people to act, not everyone participates, or participates compliantly, especially in multi-unit developments (Thomas & Sharp 2013).*

Internationally and domestically, many residents living in multi-unit dwellings (MUDs) do not separate their organic and other waste properly. This behaviour appears to be due to a number of reasons including benefit awareness and consideration, lack of space or convenience, shared bin rooms and bins, and a general lack of social cohesion and control (e.g. anonymity).

In an earlier literature review component of this study, Micromex reviewed some of the extensive available information including the results of domestic and international FO/FOGO trials across a wide spectrum of physical, cultural and legislative environments. The information reviewed suggests that:

- In the early stages of embedding FO/FOGO behaviour, there are several key requirements and initiatives across the value chain that must be delivered and subsequently monitored and reinforced
- Agency for such monitoring and reinforcing rests with MUD building management, local council, and waste collection services.

* Christine Thomas & Veronica Sharp, 'Understanding the normalisation of recycling behaviour and its implications for other pro-environmental behaviours: A review of social norms and recycling', *Resources, Conservation and Recycling*, Volume 79, October 2013, Pages 11-20.

Background and Methodology

Micromex was engaged by Southern Sydney Regional Organisation of Councils (SSROC) to:

Stage 1: Review a sample of relevant, available literature on multi-unit dwellings (MUDs) Food Organics and Garden Organics (FOGO) collection services – see separate Report.

Stage 2: Based on the Literature Review, the SSROC Project Team and Micromex developed a questionnaire to administer to a sample of MUD building management personnel – namely, building managers, strata managers, building champions – to obtain FOGO-related attitudes, behaviours and suggestions from these key stakeholders.

This Report summarises the findings from the Stage 2 research of in-depth stakeholder interviews.

Stage 2 Details:

- 7 participating councils (City of Canterbury-Bankstown, City of Sydney, Inner West Council, Randwick City Council, Georges River Council, City of Canada Bay and Burwood Council) issued email invitations to their MUD management contacts within their LGA to generate the sample. Whilst Micromex attempted to obtain EOIs from a wide range of stakeholders (including cleaners, maintenance staff, etc), the majority of our final sample consisted of strata members/ body corporate committee members/ building representatives/ champions, from the City of Sydney LGA and from our Micromex Online Panel:
 - The table on Slide 7 summarises the EOIs generated and the number of tele-depth interviews (i.e. telephone in-depth interviews) completed by sample source.
- 120 stakeholders expressed interest in participating in the research (via an online EOI questionnaire) and of those expressions of interest, a total of N = 75 surveys were completed.
- Telephone interviewing was conducted between the 5th and 23rd December 2022.

Background and Methodology

Stage 2 Details (continued):

- The profile of the 75 respondents who completed the survey is summarised on Slide 8 focussing on the following features: MUD type, MUD stakeholder roles, LGA locations of MUDs, past/current engagement with FOGO service.
 - Note that some of these sample profile items dealing with building type (i.e. type of MUD, age of MUD, LGA of MUD) add to more than 100% (or add to more than 75 respondents) as some respondents could manage more than one MUD.

Sample Sources

Provider	EOI's Generated	Tele-depths Completed
Micromex Panel	28	18
Council - City of Canada Bay	5	4
Council - Canterbury Bankstown	5	5
Council - Georges River	1	1
Council - Inner West	5	5
Council - City of Sydney	76	42
Total...	120	75

The above table reports how the sample was generated, not necessarily where the MUD's are located.

The table overleaf reports where the MUD's were located.

Sample Profile

The sample has not been weighted.

MUD type



Flat/ unit/
apartment in a
block of four or
more storeys **64%**



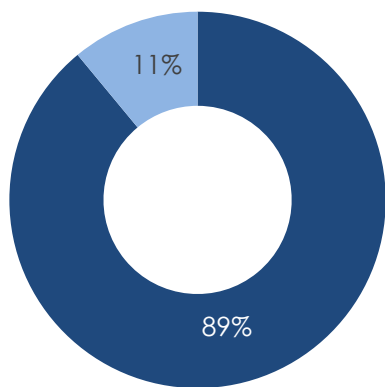
Flat/ unit/
apartment in a
block of three
storeys or less **36%**



Townhouse/
terrace/ semi-
detached/ villa
with shared
Council bins **4%**

Role by LGA of MUDs	Canterbury-Bankstown	City of Sydney	Inner West	Randwick	Canada Bay	Other LGA	Total
Building Manager		16	5		3	1	25
Strata Manager		1	2				3
Cleaner							0
Building Maintenance							0
Concierge							0
Strata Member/ Body Corporate Committee Member/ building rep/ champion	6	22	10	5	1	3	47
Previous one of these		2					2
Count	6	41	17	5	4	4	77

Involvement



■ Currently involved in
MUDs that have food
waste bins

■ Previously involved

Age of MUD

Relatively new - built in the last 10 years



29%

Built approx 11-30 years ago



44%

Built more than 30 years ago



29%



Key Findings...



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Key Individual Measures

The purpose of this slide is to highlight key **individual metrics** from the tele-depts:

56%

of respondents said FOGO/FO services created at least 'a little extra work' – although only 4% committed to the top 'a lot of extra work/effort' code, while 45% said services were negligible or no extra work.

About half of respondents (48%) said Council provided training and extra education, and 92% of those said the training was important, and 92% also said it was useful.

59%

of respondents indicated that they had MUDs where Council-provided caddies/liners were distributed by the building team, and 91% of this group provided positive feedback about the process. Negative remarks tended to be operational and logistics related.

Almost universally, 87% of respondents said they had already and/or were planning to place new or upgraded waste-related signage/information as a result of the new food waste system – and in the vast majority of cases Council had provided the signage:

- o Whilst major or costly infrastructure (other than signage) upgrades were less prevalent, a nett subtotal of 45% indicated they had already and/or were planning at least one infrastructure upgrade as a result of the new food waste system
- o These larger infrastructure upgrades included installation of antiseptic wipes (20%), new/upgraded pest control measures (20%), and new/upgraded ventilation/air freshening measures (19%)
- o These larger infrastructure upgrades were mostly funded by the Owners/Strata group (and occasionally by individual residents), but not by Council.

In terms of unprompted biggest **challenges/problems**:

- o 52% of respondents said '**compliance**' and contamination management were the biggest challenge, followed by '**informing residents**' at 19%.
- o Service amenity was also a common concern. Managing **odours** (16%) and dealing with **insects/pests** (12%) were shared problems.



Key Themes...

Whilst the previous slide highlighted key **individual metrics**, Slides 11 to 18 highlight the **key themes** that have emerged from the research, in some cases drawing upon multiple individual metrics to form key themes.

Some of these issues were first raised in the Literature Review (NB where the perspectives and experiences surmised largely came from residents and councils) and then further explored in the tele-depths. Other issues, too, were specifically requested by the SSROC Working Group to be included in the tele-depths.

1. Make It Easy

- **Literature Review:** A core theme of the Literature Review was to make the FOGO/FO service as easy as possible for residents. (See Slide 13 of the Literature Review Report)
- **Tele-depths:** 56% of our tele-depth stakeholder sample said the food waste bin system caused building management teams more work. However, only 4% indicated it caused 'a lot of extra work/effort', whereas 52% indicated 'a little extra work/effort'. This may indicate that in most cases the extra work would not be too onerous (see Slide 22 in this Report). Given that improved FOGO/FO services need to occur across the value chain, then the nexus between building management/services and residents is clearly an important one to observe, where the 'leadership' and buy-in of the former is critical for compliance by the latter:
 - The main areas of extra work noted by our sample included educating/informing residents, general logistics (e.g. liaising with Council, arranging liners, monitor bins, etc – explored further on Slide 17), more cleaning (explored further on Slide 14), and monitoring compliance (explored further on Slide 12).



Key Themes...

2. Responsibility and Compliance

- **Tele-depths:** 91% of our respondents agreed that they were personally concerned about the long-term sustainability of their local natural environment – whereas only 53% agreed that most or all residents in their MUDs were similarly concerned (the gap was most pronounced amongst Strata Committee Members – but even the ‘Other Stakeholders’ indicated they were more concerned than were residents) (see Slides 20 and 21 of this Report).
 - This perceived gap may reflect the experiences of stakeholders in having to monitor compliance:
 - We noted on the previous slide that one of the extra tasks associated with a food waste bin service was compliance
 - On an open-ended question about the biggest challenges they face with the food waste bin systems, ‘compliance/using bins correctly/sorting waste correctly’ was by far the dominant response (52%). (See Slide 23 of this Report)
 - Of the 13 respondents who recorded a negative comment about waste/recycling bin rooms, the biggest concern (expressed by seven of the 13) was ‘ensuring residents comply/use it correctly’. (See Slide 25 of this Report)
 - Of the 7 respondents who had concerns about kitchen-caddies/bin-liners being mailed directly from Council to residents, four mentioned ‘Little take-up or follow-through of council-provided caddies and liners’ by residents. (See Slide 28 of this Report)



Key Themes...

3. Education

- **Literature Review:** A recurring theme in the Literature Review Report is the need to educate residents – and stakeholders – about any new food waste bin service. Whilst pre-roll-out engagement is critical, ongoing communication and feedback is also important (refer to Slides 12, 15, 17, 18, 22, and 26 of the Literature Review Report)
- **Tele-depths:** Although 'compliance' was by far the biggest challenge mentioned unprompted by respondents (see previous slide), the second most frequently mentioned challenge was 'awareness/informing residents'. (See Slide 23 of this report):
 - On a separate question, 48% of respondents indicated that Council had provided training or advice at one or more of the MUDs they are involved with, and there was almost universal agreement that the training/advice was 'useful' and 'necessary' (see Slides 31 and 32 in this Report)
 - When asked to select from a list of 11 possible upgrades/enhancements that have been done/will need to be done as a result of the introduction of a food waste system, overwhelmingly respondents selected 'New or upgraded food waste related signage/information' (See Slide 34 in this Report)

4. Moral Obligation/FOGO Culture

- **Literature Review:** The Literature Review identified the notion that MUDs create a moral obligation amongst residents to properly separate food waste – to create a FOGO culture where food separation is the accepted norm (see Slides 12 and 13 of the Literature Review Report)
- **Tele-depths:** Although this issue was not specifically explored in the tele-depths, those respondents whom experienced Council-provided training and asked whether it was either 'useful' and/or 'necessary', in both questions responses were made about 'getting everyone on board' / 'getting everyone involved/creating community'. (See Slide 32 in this Report)

Key Themes...

5. Cleanliness, Pest-free

- **Literature Review:** Recurring themes in the Literature Review are the need for a clean, odour and pest-free bin area, requiring regular monitoring and cleaning, not just on bin night (see Slides 12 and 16 of Literature Review Report)
- **Tele-depths:** And these themes were repeated in the tele-depths:
 - When the 42 respondents who indicated that the food waste bin system caused them extra work were asked what the extra work was, one of the five main responses was 'requires more cleaning' (31%). (See Slide 22 in this Report)
 - When asked on a separate question about the biggest challenges/problems experienced with the food waste systems, the third most frequently mentioned issue was 'Cleaning the bins adequately/managing the smell' (16%) – while 'Dealing with insects/pests' was the fifth most frequently mentioned response (12%). (See Slide 23 in this Report)
 - And 'Dealing with/preventing pests' was one of the few negatives mentioned by those who have experience with waste/recycling bin rooms in MUDs (3 of 13 respondents mentioned this). (See Slide 25 in this Report)
 - When asked to select from a list of 11 options what upgrades/enhancements had been done/will need to be done as a result of the introduction of a food waste system, the main answers (apart from signage discussed on the previous slide) were all cleanliness and pest related: 'Antiseptic wipes installed...', 'New or upgraded pest control measures', 'New or upgraded ventilation or air freshening measures', 'Taken on additional cleaning staff to help keep the food waste bins clean', and 'Taps installed near bins...' (See Slide 34 in this Report)



Key Themes...

6. Bin Rooms

- **Literature Review:** Following on from the previous discussion about cleanliness, the Literature Review explored the importance of having a sink/tap or disposable wipes in any bin rooms to help with maintaining cleanliness. (See Slide 18 of Literature Review Report)
- **Tele-depths:** 44 of our tele-depth sample (59%) had experience with bin rooms in MUDs:
 - When asked to consider the positives and negatives of bin rooms, results were generally positive, with 33 of the 44 providing positive comments (mainly around convenience and efficiency) and only 13 recording a negative comment – most notably about compliance, but also pest control, lack of space, and managing the smell. (See Slide 25 in this Report)



Key Themes...

7. Caddies/Compostable Liners

- **Literature Review:** The sense we obtained from the Literature Review was that caddies (and liners) were generally thought of as an important part of the FOGO/FO process – an active reminder to residents, and a demonstration that the 'building' was committed to the new system - so they are part of developing a FOGO culture (see Slides 20-21 of Literature Review Report).
- **Tele-depths:** When workshopping the Literature Review Report with the FOGO Working Group, it was discussed that some Councils, particularly those in regional areas, may not provide caddies – so we explored the caddy/liner contribution in more detail in the tele-depths:
 - 12 of our 75 tele-depth respondents (16%) were involved with MUDs where compostable liners were **not** provided. And their experiences of no liners were mixed:
 - Six of the 12 provided positive feedback about no liners – mainly that Council only provided an initial supply anyway and that it's easier to buy their own liners
 - Nine of the 12 provided negative feedback about not having Council-provided liners – mainly around having to buy them themselves – but also that the bought bags break or don't fit the caddy. (See Slide 26 in this Report)
 - Based on separate questions:
 - 59% of our sample were involved with MUDs where Council-provided caddies and/or liners were stored/distributed by the building team. 40 of the 44 respondents provided positive comments about this (convenience, easy/efficient communications) – whereas only 10 of the 44 provided negative comments. The negative comments were fragmented, but mostly operational issues. (See Slide 27 in this Report)
 - 14 of the 75 (19%) were involved with MUDs where Council mailed caddies/liners directly to residents. This cohort was split, with seven providing positive comments and seven providing negatives (mostly around compliance). (See Slide 28 in this Report)

Key Themes...

8. Logistics/Operational Issues

- **Tele-depths:** Whilst we had a tele-depth sample of 75, this was essentially a qualitative engagement, with a focus on open-ended questions. On the previous slides we have summarised the more frequently mentioned themes/ issues that emerged. However, there were a range of other, primarily '**operational**' issues, that were raised in some cases by just one or two respondents – so within the context of a qualitative engagement, these should be noted. These included:
 - Liners that don't fit/break easily/have a shelf life: Mentioned by 11+% of respondents on the biggest challenges question, and by one or two respondents when mentioning negatives about Council-provided liners being distributed by building staff or sent directly from Council to residents (see Slides 23, 27 and 28 in this Report)
 - Logistics of rosters, creating systems, remembering to take bins out, returning bins, running out of bin liners, etc: Mentioned by 8+% on the biggest challenges question – and one or two mentions elsewhere, such as 'Too much back and forth with Council', 'Council do not keep up the supply', 'Would work better just putting liners in a stock pile in our waste room for collection', etc (see Slides 23, 26, 27 and 28 in this Report)
 - Truck access issues were another subset of these operation concerns. Again, comments were relatively infrequent and fragmented, but there were mentions of cars parked in the way of bins (blocking truck access), collectors not knowing or following procedures, needing a separate area for food waste bins so no cross-contamination. (See Slide 29 in this Report)



Key Themes...

9. Who Pays?

- **Tele-depths:** When workshopping the Literature Review Report with the FOGO Working Group, it was discussed that it would be useful to understand who pays for upgrades/enhancements required for a food waste bin collection service – so we asked respondents to select which enhancements had already been done – and who paid for those enhancements:
 - As noted earlier, respondents overwhelmingly selected ‘New or upgraded food waste related signage/information’ as being the most common upgrade/enhancement. In most cases, respondents indicated that Council provided this material, although in some cases the body corporate or even a resident funded the signage/information. (See Slides 34-36 in this Report)
 - For all other upgrades, such as ventilation, pest control measures, additional cleaning staff, lighting, taps, antiseptic wipes, etc., respondents indicated the majority of them were paid for by the body corporate; or in some cases by Strata management or residents themselves. Councils appear to have had little or no involvement in funding these items. (See Slide 36 in this Report):
 - Of those that have upgraded or need upgrades to their food waste system, the majority stated their strata committee has been supportive. There were 16 respondents who had an upgrade other than signage (so likely an upgrade funded by the property, and hence they could be expected to be less supportive of upgrades) – on Q7c 14 of the 16 (88%) indicated the strata committees had been supportive (caution, small sample size). (See Slide 37 in this Report)





FOGO/FO – General Attitudes



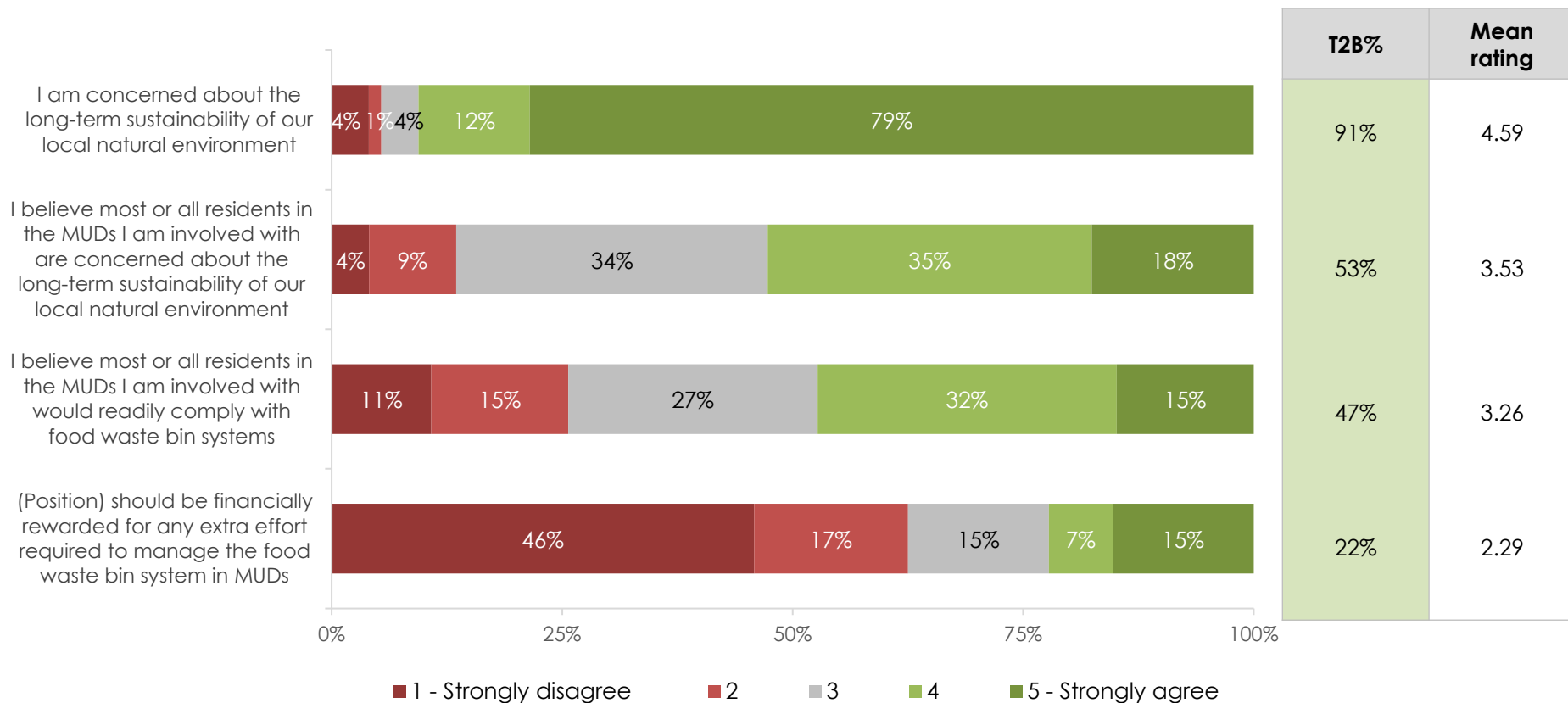
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General Attitudes

The term 'food waste bin systems' refers to the bins used for FOGO or FO waste, the bin room or bin storage area, the amenity and maintenance of the service, the kitchen caddies and liners, the residents' use of liners and bins, residents' attitude about their involvement, and the collection of bins with food in them.

Q1a. First, on a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, how much do you agree or disagree with each of the following statements?



T2B: 'Top 2 Box' responses, refer to 'Agree' and 'Strongly agree'.
 A significantly **higher/lower** percentage (by group)
 Scale: 1 = strongly disagree, 5 = strongly agree

Base: N = 75

91% of respondents agreed that they were concerned about the long-term sustainability of the natural environment, but only 53% felt that MUD residents were also concerned.
Only 22% felt that MUD stakeholders should be financially rewarded for managing food waste bin systems in MUDs.

General Attitudes

The term 'food waste bin systems' refers to the bins used for FOGO or food-only waste, the bin room or bin storage area, the amenity and maintenance of the service, the kitchen caddies and liners, the residents' use of liners and bins, residents' attitude about their involvement, and the collection of bins with food in them.

Q1a. First, on a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, how much do you agree or disagree with each of the following statements?

General Attitudes towards key ideas around food waste bin systems rated on a 1 to 5 scale (of strongly disagree to strongly agree). Mean scores (from 1 to 5) are reported – higher scores mean higher agreement.	Overall (N = 75)	Strata or body corp. committee member, Building rep. or champion. (N = 47)	Other role in MUD (N = 28)
I am concerned about the long-term sustainability of our local natural environment	4.59	4.74	4.33
I believe most or all residents in the MUDs I am involved with are concerned about the long-term sustainability of our local natural environment	3.53	3.36	3.81
I believe most or all residents in the MUDs I am involved with would readily comply with food waste bin systems	3.26	3.06	3.59
(Position) should be financially rewarded for any extra effort required to manage the food waste bin system in MUDs	2.29	1.82	3.04

A significantly higher/lower rating (by group)
Scale: 1 = strongly disagree, 5 = strongly agree

Some very noticeable differences by sub-samples:

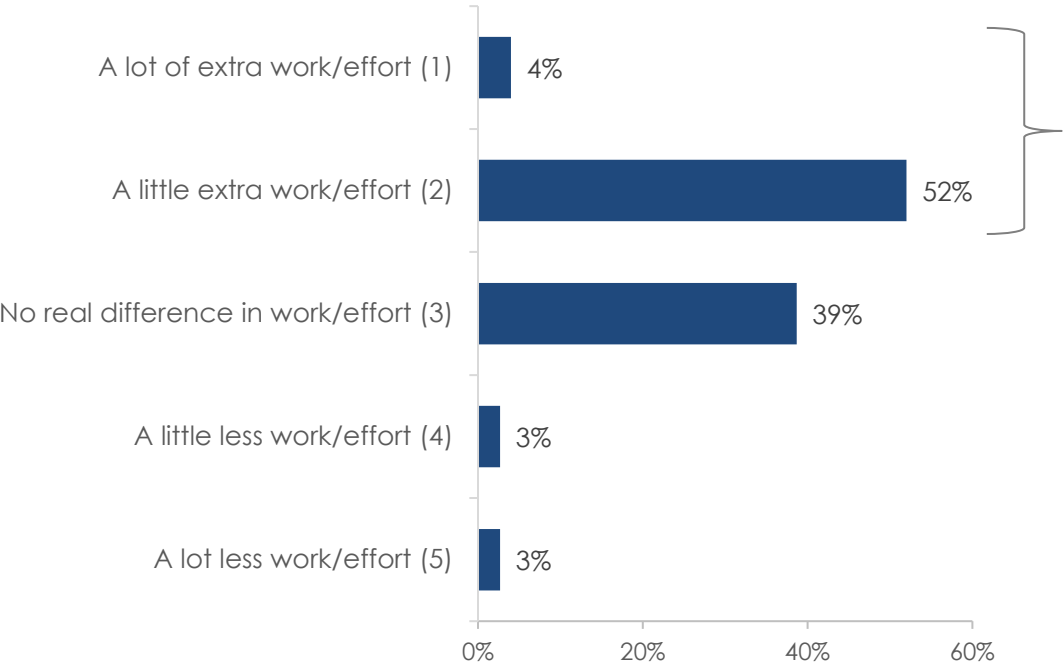
- **Strata Committee Members were noticeably more likely than other respondents to indicate they were concerned about sustainability but other residents were not**
- **The 'Other' stakeholders were significantly more likely than the Strata Committee Members to feel that those performing their role should be financially rewarded for the extra effort required with food waste bins**

Effort Created Using the Food Waste Bin System in MUDs

Q1b. In your role as a [insert from Qa from online EOI survey], does the food waste bin system in MUDs cause you...

Q1c. [If 'lot extra' or 'little extra' on Q1b, ask] How, in particular, does the food waste bin system in MUDs cause you [answer from Q1b]?

	Overall	Strata or body corp. committee member, Building rep. or champion.	Other role in MUD
	(N = 75)	(N = 47)	(N = 28)
Mean rating	2.48	2.49	2.46



Base: N = 75
Scale: 1 = a lot of extra work/effort, 5 = a lot less work/effort

Examples of extra work/effort*	N = 42
Physical labour involved e.g. taking bins out more, separating scraps	38%
Advertising/informing/educating residents	33%
More organisation e.g. following up with Council, arranging liners, monitor bins, create roster, etc.	33%
Requires more cleaning	31%
Ensuring residents comply/using bins correctly	31%
Remembering to take the bins out on time	5%

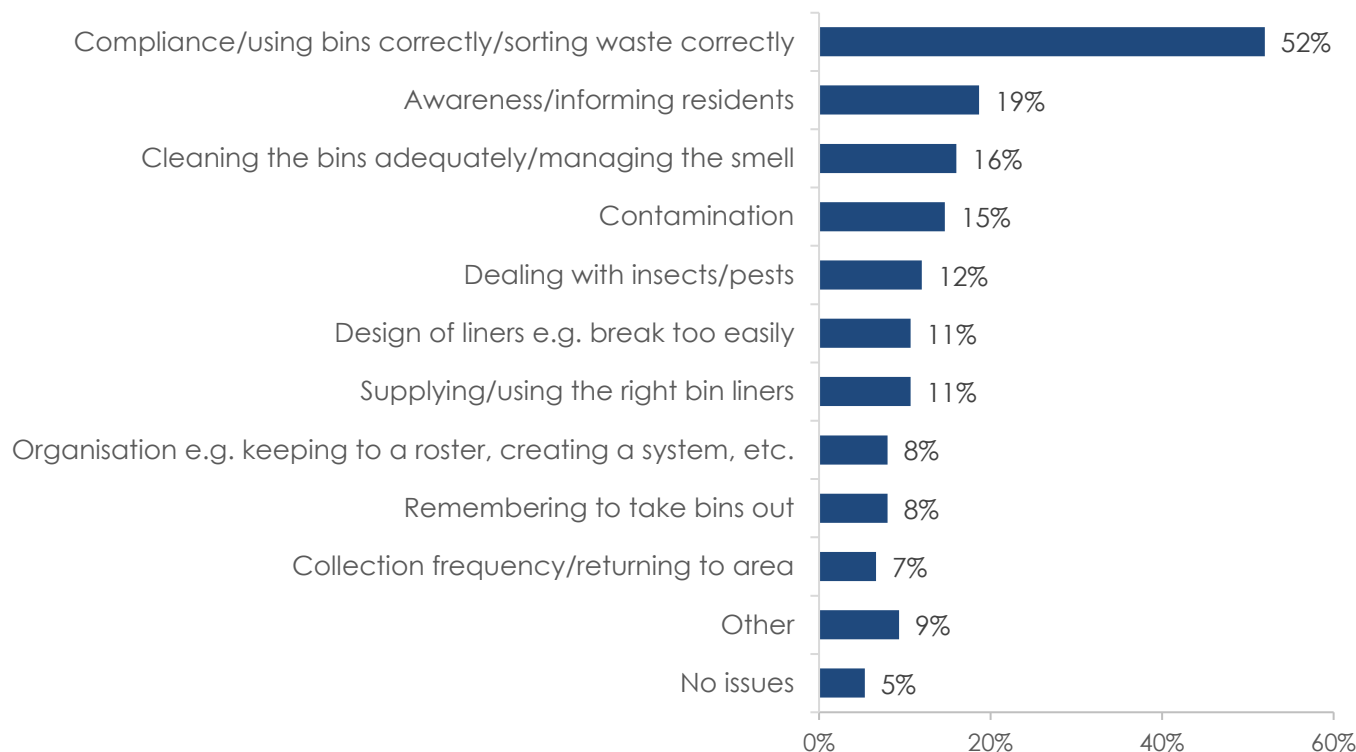
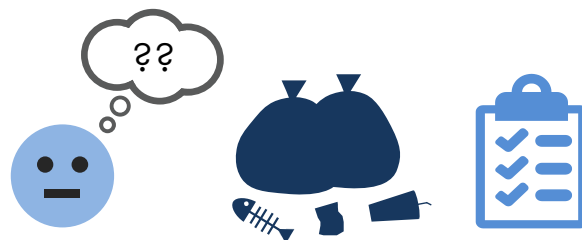
* Open-ended responses to Q1c. were subsequently coded into these 6 categories.

56% believe the food waste bin system in MUDs create extra work/effort – although only 4% selected the top ‘a lot of extra work’ code and 45% noticed no difference or even a little less effort, which is encouraging.

Examples of the extra work required include physical labour, raising awareness, organisation, cleaning and compliance.

Biggest Challenges/Problems Experienced

Q1d. In your experience, what are the biggest challenges or problems you experience as a [insert from Qa from online EOI survey] dealing with food waste bin systems within MUDs?



Strata or body corp. committee member, Building rep. or champion. (N = 47)	Other role in MUD (N = 28)
60%	39%
17%	21%
19%	11%
17%	11%
9%	18%
11%	11%
9%	14%
11%	4%
9%	7%
9%	4%
11%	7%
6%	4%

Base: N = 75

The above results highlight the importance of Strata Committee Members in helping to build compliance – ‘Ensuring compliance/correct use of bins’ is the most frequently mentioned challenge overall (52%). Sample sizes are not sufficient to allow for significant differences to emerge, there is a sense in the data that Strata Committee Members (60%) are more aware of/exposed to this issue than are ‘Other’ stakeholders (39%).



FOGO/FO – Specific Aspects



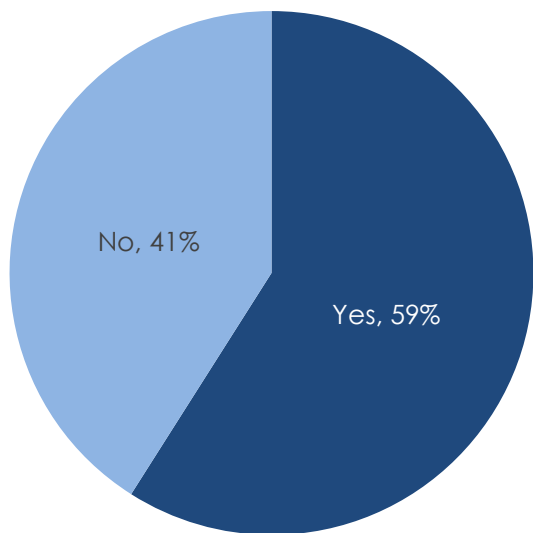
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Waste/Recycling Bin Rooms in MUDs

- Q2a. Do any of the MUDs you are involved with have waste/recycling bin rooms throughout the block that residents can use to dispose of their food waste?
 Q2b. [If 'Yes' on Q2a, ask] Does having bin rooms throughout the block work well for disposing of food waste, or do you encounter issues?

Asked of those who said 'yes' their MUDs have waste/recycling bin rooms (N = 44)



Positives/Works well (75%)	Count N = 33
Convenient location	12
Efficient system	10
Easy to access	8
Good ventilation/control of smell	5
Reduces waste in other bins	4
Easy to clean/maintain	3
There hasn't been any sign of resistance at all	1
Only issue might be when the cleaners don't clean them properly	1
Negatives/Issues (30%)	Count N = 13
Ensuring residents comply/use it correctly	7
Dealing with/preventing pests	3
Not enough room in the bin room	3
Managing the smell	2
Turnover of new residents resulted in dumping issues	1
Had to line the bin with a large compostable bin liner	1

Base: N = 75

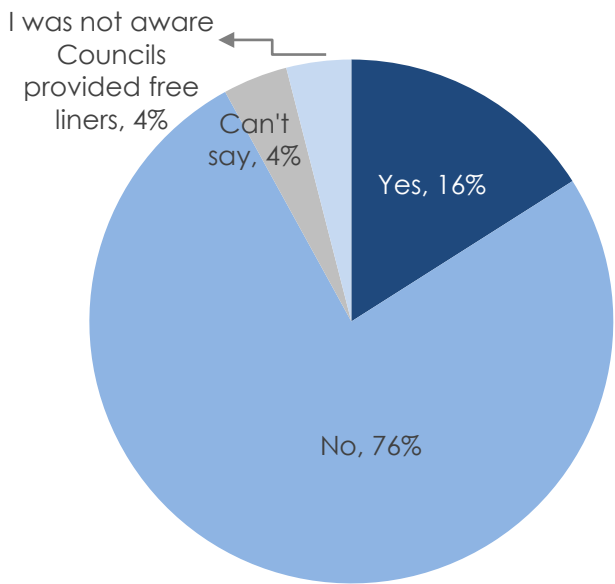
59% of respondents stated their MUD has a waste/recycling bin room for food waste disposal. Of the 44 who indicated they do have bin rooms:

- 33 (75%) provided at least one positive comment – with main positives being convenience, efficiency and accessibility
- 13 (30%) provided at least one negative comment – and the main negative was ensuring compliance.

Does Not Have Compostable Liners Provided by Council

Q3a. Councils often provide building management or residents with free compostable caddy liners. Are there any MUDs you are involved with where most or all residents do NOT have the compostable liners offered by Council?

Q3b. [If 'Yes' on Q3a, ask] Does NOT having Council-provided compostable liners work well for disposing of food waste, or do you encounter issues?



Base: N = 75

Asked of those who said 'yes' their MUDs DO NOT have Council-provided compostable bin liners (N = 12)

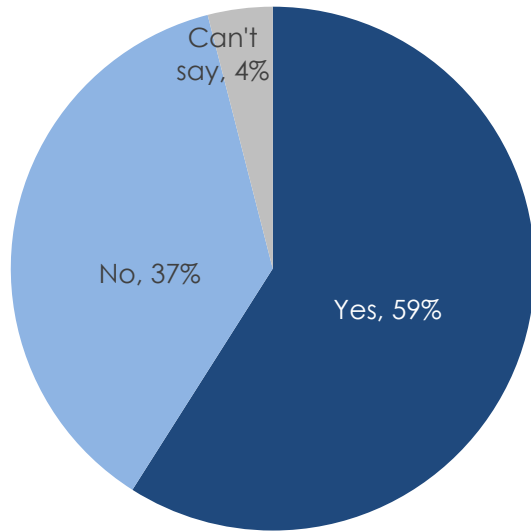
Positives/Works well (50%)	Count N = 6
Council only provided initial supplies (which helped get started)	3
Easier to purchase our own/liners readily accessible to purchase	2
Ensured we had liners that did not deteriorate too quickly	1
Found it was easier to empty straight from the caddy	1
Negatives/Issues (75%)	Count N = 9
Onus on residents to access / purchase / bear expenses	4
Break a lot/don't fit caddy	3
Council do not keep up the supply	2
People will use plastic shopping bags	1
Would better work just putting in a stock pile into our waste room for collection	1

76% of respondents have compostable liners provided by Council at all MUDs they are involved with, and 16% stated none of their MUDs have Council-provided compostable liners. Of the 12 that don't, responses were mixed:

- Six gave positive outcomes – including that Councils only provide an initial supply.
- Nine gave a negative outcome, mainly around residents having to buy/source there own, and bought ones are not necessarily fit for purpose.

Caddies/Liners Distributed by Building Team

- Q4a. Are there any MUDs you are involved with where Council-provided kitchen caddies and/or compostable liners are stored and distributed by the building team?
- Q4b. [If 'Yes' on Q4a, ask] Does having Council-provided kitchen caddies and/or compostable liners stored and distributed by the building team work well for disposing of food waste, or do you encounter issues?



Asked of those who said 'yes' Council-provided kitchen caddies and/or compostable liners are stored and distributed by the building team (N = 44)

Positives/Works well (91%)	Count N = 40
Convenience/easily accessible/distributed	21
Easy/efficient communication	19
Everything is working well	3
Supported/accepted by residents	3

Negatives/Issues (23%)	Count N = 10
Difficulty logging information/tracking caddies	2
Having to carry the kitchen caddies down to bin rooms to dispose of waste	1
Lack of ongoing supply	1
More work for cleaners	1
Need to be delivered more in one delivery as multiple deliveries are an inconvenience	1
No information on what do with caddies when a resident moves out on whether to redistribute or apply for new one	1
No one followed it, liners/caddies left on door steps	1
Poor quality of bags	1
Privacy issues	1
Residents must request them from cleaner	1
Too much back and forth with council to organise delivery	1

Base: N = 75

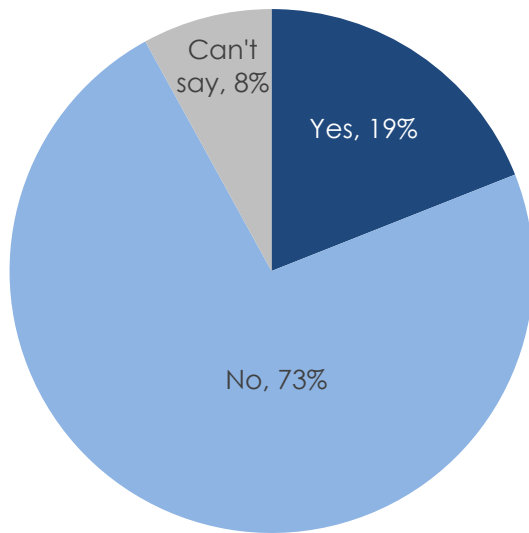
59% of respondents have at least one MUD where council-provided caddies/liners are distributed by the building team. Of these 44 respondents:

- 40 (91%) gave positive outcomes – such as convenience and efficient communication between the building team and residents**
- 10 (23%) gave negative outcomes, which were fragmented but focused mainly on operational issues**

Caddies/Liners Mailed Directly from Council

Q4c. Are there any MUDs you are involved with where Council-provided kitchen caddies and/or compostable liners are mailed directly from Council to residents?

Q4d. [If 'Yes' on Q4c, ask] Does having Council-provided kitchen caddies and/or compostable liners mailed directly from Council to residents work well for disposing of food waste, or do you encounter issues?



Base: N = 75

Asked of those who said 'yes' their caddies/liners are mailed directly by Council (N = 14)

Positives/Works well (50%)	Count N = 7
Nothing in particular, it mostly works well	4
It's good to see the council have taken these actions and provided caddies/liners	1
Direct to residents	1
Bin emptied weekly saves room in others	1
Able to dispose of food waste effectively	1
Found it was good to start, but then it did decline after time with people not caring	1
It got the ball rolling to show that people are willing to try it	1
Negatives/Issues (50%)	Count N = 7
Little take-up or follow-through of council-provided caddies and liners	4
Large turnaround of tenants with no time to make sure they are aware of the system	1
Liners have a shelf life that can quickly go by	1
The caddies didn't fit the bags	1
Thought it would work but didn't	1
They need to provide liners once a month rather having to contact them to get the liners	1
In the beginning to get the liners	1

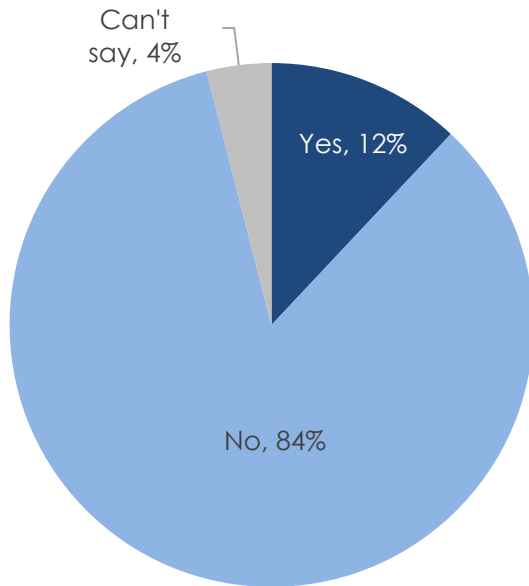
19% of respondents have at least one MUD where Council-provided caddies/liners are mailed directly to them by Council. Of these 14 respondents, experiences were polarized, with seven providing positive comments and seven providing negative comments. Compliance and operational issues appear to be the main negatives.

Access Issues for Waste Collection Trucks

Q5a. Thinking now about the waste trucks that come to empty the food waste bins, have any of the MUDs you are involved with experienced any access issues for the trucks when the food waste bins are collected?

Q5b. [If 'Yes' on Q5a, ask] What sorts of access issues have the MUDs or collection trucks experienced?

Asked of those who said 'yes' their MUDs have experienced access issues for waste collection trucks (N = 9)



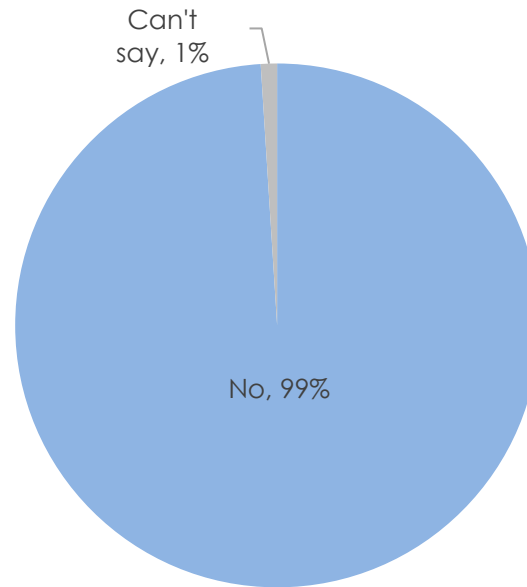
Negatives/Issues	Count N = 7
Cars parked in the way	3
Central rubbish room could not get access initially so cleaners had to move bins to make them more accessible	1
Collectors did not realise they need to collect and return bins to specialised area	1
Coming too early for collection	1
FOGO that comes to collect bins has been difficult to deal with by either not collecting or delaying the collection without informing the Body Corporate	1
Not enough room to line them up next to each other	1
Truck drivers leaving the loading dock gate open	1
Trucks have to collect from a separate area so there is no cross-contamination	1

Base: N = 75

Food waste collection is going smoothly, with only a small proportion (12% - 9 respondents in total) stating food waste trucks are experiencing access issues at their MUD. Issues include cars parked in the way, accessing the bins, timing, etc.

Changes to Building By-Laws

Q6a. To the best of your knowledge, have any of the MUDs you are involved with changed – or attempted to change – their building by-laws as a way to encourage greater compliance with the food waste bin system amongst residents?

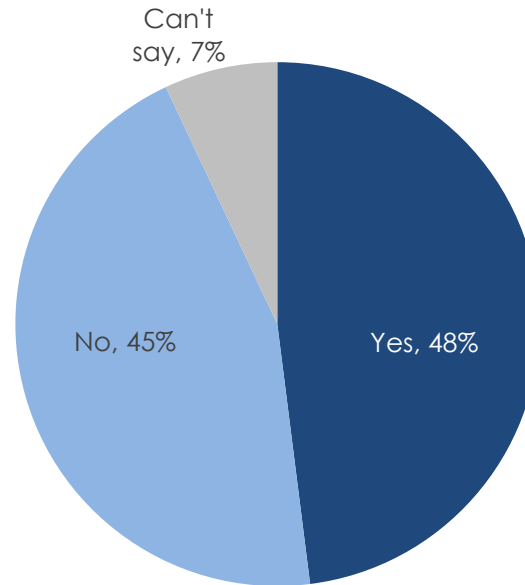


Base: N = 75

99% of respondents stated that none of the MUDs they are involved with had attempted to change building by-laws as a way to encourage greater compliance with the food waste bin system amongst residents.

Council-Provided Training to Managing Food Waste

Q6c. Are there any MUDs you are involved with where Council has provided training or advice to the building management team – such as the body corporate, the building managers, cleaners, etc. – about managing the food waste bin system within the MUD?



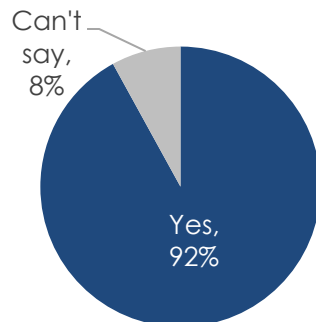
Base: N = 75

Almost half of respondents (48%) stated one or more MUDs they are involved with has received Council-provided training or advice on the food waste bin system. On the next slide we explore further the usefulness and necessity of this training/advice.

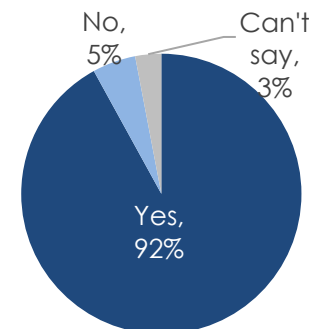
Usefulness/Necessity of Council-Provided Training

Q6c. Are there any MUDs you are involved with where Council has provided training or advice to the building management team – such as the body corporate, the building managers, cleaners, etc. – about managing the food waste bin system within the MUD?

Q6d. Was the Council-provided training or advice useful?



Q6e. Was the Council-provided training or advice necessary?



Reasons for usefulness of training/advice	Count N = 33
All relevant information/instructions provided e.g. signage, emails, etc.	19
Getting everyone on board/open day	5
Initial training/trial provided	5
Site visitation/audit/check of area	5
Easily contactable/answers questions	3
Already had building by-law that covered recycling and this covered food waste bins	1
Kept up to date with changes happening within the buildings	1
Not necessary to change by-laws as it was voluntary program	1
Sustainability is good for the environment	1
System is as user-friendly as possible not requiring by-laws to be changed	1

Reasons for necessity of training/advice	Count N = 34
It was useful/provided the information we needed to know	25
Getting everyone involved/creating community	4
New system/ensured that the system worked properly	3
Posters/signage were provided by Council	3
Allayed fears about smells and rats	1
Generated publicity	1
Good rapport with Council in managing the scheme	1
Hard to get people to change their ways	1
It was a new building	1
Larger buildings it was necessary, however smaller building it was not	1
Multi-lingual Council personnel for residents	1
SILK thought the team would benefit	1

Base: N = 36

The majority (92%) of those who have received training or advice on the food waste system by Council found it to be useful and necessary due to relevance of information and creating a sense of involvement.

Summary of FOGO Specific Responses by Role

	Overall (N = 75)	Strata or Body Corp. Committee Member, Building rep. or champion. (N = 47)	Other role in MUD (N = 28)
Q2a. 'Yes' MUD has waste / recycling bin rooms for food disposal	59%	53%	68%
Q3a. 'Yes' most or all residents do not have compostable bin liners offered by Council	16%	19%	11%
Q4a. 'Yes' MUD has Council-provided kitchen caddies and/or compostable liners that are distributed by the building team	59%	55%	64%
Q4c. 'Yes' MUD has Council-provided kitchen caddies and/or compostable liners that are mailed directly by Council	19%	21%	14%
Q5a. 'Yes' waste trucks have experienced access issues	12%	6%	21%
Q6c. 'Yes' Council has provided training or advice to the building management team in regards to the food waste bin system	48%	36%	68%
*Q6d. 'Yes' Council-provided training or advice was <u>useful</u>	92%	94%	89%
*Q6e. 'Yes' Council-provided training or advice was <u>necessary</u>	92%	88%	95%

*Base: Caution – Only N = 36 in total for the bottom two rows

The above table summarises Slides 25-32, with a focus on the differences between Strata Committee Members and Other stakeholders. Although not significant, Other MUD roles (e.g. building managers) were more likely to state their MUDs experience access issues for their food waste collection trucks (located City of Sydney and City of Canada Bay).

Upgrades/Enhancements from Food Waste Systems

- Q7a. To the best of your knowledge, have any of the MUDs you are involved with had any of the following upgrades or enhancements done as a result of the introduction or servicing of the food waste system?
- Q8a. And in the future, do you think any of the MUDs you are involved with – whether they already have food waste systems or when they switch to food waste systems in the future – will need any of the following upgrades done as a result of the food waste process?

Food Waste System items in MUDs, and their status for upgrade/enhancement			Net: Total**	Done (Q7)	Needs doing (Q8)
SIGNAGE	87%	<ul style="list-style-type: none"> New or upgraded food waste related signage/information 	87%	75%	27%
HYGIENE & WHS	59%	<ul style="list-style-type: none"> Antiseptic wipes installed/provided near bins so residents and cleaners can clean their hands after putting food in the food waste bins 	20%	3%	17%
		<ul style="list-style-type: none"> New or upgraded pest control measures 	20%	8%	15%
		<ul style="list-style-type: none"> New or upgraded ventilation or air freshening measures 	19%	8%	12%
		<ul style="list-style-type: none"> New or upgraded anti-slip measures 	8%	0%	8%
STAFF & STRUCTURAL	52%	<ul style="list-style-type: none"> Taken on additional cleaning staff to help keep the food waste bins clean 	12%	7%	7%
		<ul style="list-style-type: none"> Taps installed near bins to make it easier for cleaners to wash food waste bins 	12%	5%	7%
		<ul style="list-style-type: none"> New or upgraded drainage near the bins to allow for correct disposal of wastewater to the sewer after washing food waste bins 	9%	1%	8%
		<ul style="list-style-type: none"> Engaged a mobile bin cleaning service because they don't have cleaning staff or don't have appropriate tap and drainage facilities 	7%	1%	5%
		<ul style="list-style-type: none"> New or upgraded lighting 	7%	5%	3%
		<ul style="list-style-type: none"> Wash basins installed near bins so residents can wash their hands after putting food in the food waste bins 	5%	0%	5%
		<ul style="list-style-type: none"> None of these 	8%**	20%	55%
		<ul style="list-style-type: none"> Can't say 	0%	0%	0%

Base: N = 75

*Percentage who selected 'none of these' for BOTH Q7a and Q8a

* *'Needs doing' and 'Done' responses were not mutually exclusive, hence 'Net: Totals' do not necessarily sum to 100%.

By far the dominant enhancement ('already done' [Q7] and 'to be done' [Q8]) is upgraded signage/information. Secondary enhancements (mainly still to be done) are hygiene and WHS measures. The third set of enhancements relate to staff and building/structural elements.

****8% of respondents selected 'none of these' on both Q7 and Q8 – so 92% of respondents mentioned that at least one of the listed upgrades was required.**

Upgrades/Enhancements from Food Waste Systems

- Q7a. To the best of your knowledge, have any of the MUDs you are involved with had any of the following upgrades or enhancements done as a result of the introduction or servicing of the food waste system?
- Q8a. And in the future, do you think any of the MUDs you are involved with – whether they already have food waste systems or when they switch to food waste systems in the future – will need any of the following upgrades done as a result of the food waste process?

Food Waste System items in MUDs, and their status for upgrade/enhancement			Net: Total Done/Need (N=75)	MUD bldg mngmnt teams & services	
				Strata or Body Corp. Committee Member, Building rep. or champion. (N = 47)	Other role in MUD (N=28)
SIGNAGE	87%	• New or upgraded food waste related signage/information	87%	81%	96%
HYGIENE & WHS	59%	• Antiseptic wipes installed/provided near bins so residents and cleaners can clean their hands after putting food in the food waste bins	20%	9%	39%
		• New or upgraded pest control measures	20%	15%	29%
		• New or upgraded ventilation or air freshening measures	19%	9%	36%
		• New or upgraded anti-slip measures	8%	4%	14%
STAFF & STRUCTURAL	52%	• Taken on additional cleaning staff to help keep the food waste bins clean	12%	13%	11%
		• Taps installed near bins to make it easier for cleaners to wash food waste bins	12%	9%	18%
		• New or upgraded drainage near the bins to allow for correct disposal of wastewater to the sewer after washing food waste bins	9%	13%	14%
		• Engaged a mobile bin cleaning service because they don't have cleaning staff or don't have appropriate tap and drainage facilities	7%	9%	4%
		• New or upgraded lighting	7%	4%	11%
		• Wash basins installed near bins so residents can wash their hands after putting food in the food waste bins	5%	4%	7%
6		• None of these	8%*	11%*	4%*
		• Can't say	0%	0%	0%

*Percentage who selected 'none of these' for BOTH Q7a and Q8a

A significantly higher/lower percentage (by group)

'Other' stakeholders (such as building managers) are more likely than Strata/body corporate members to indicate their MUDs have or need antiseptic wipes and improved ventilation/air freshening measures, which suggests that the 'Other' stakeholders who are arguably more involved in managing the day-to-day FOGO process see more needs.

The table overleaf summarises who our respondents believe was responsible for funding the enhancements already done (Q7a). Council dominated signage upgrades; all other upgrades were primarily funded by the properties.

Upgrades/Enhancements from Food Waste Systems

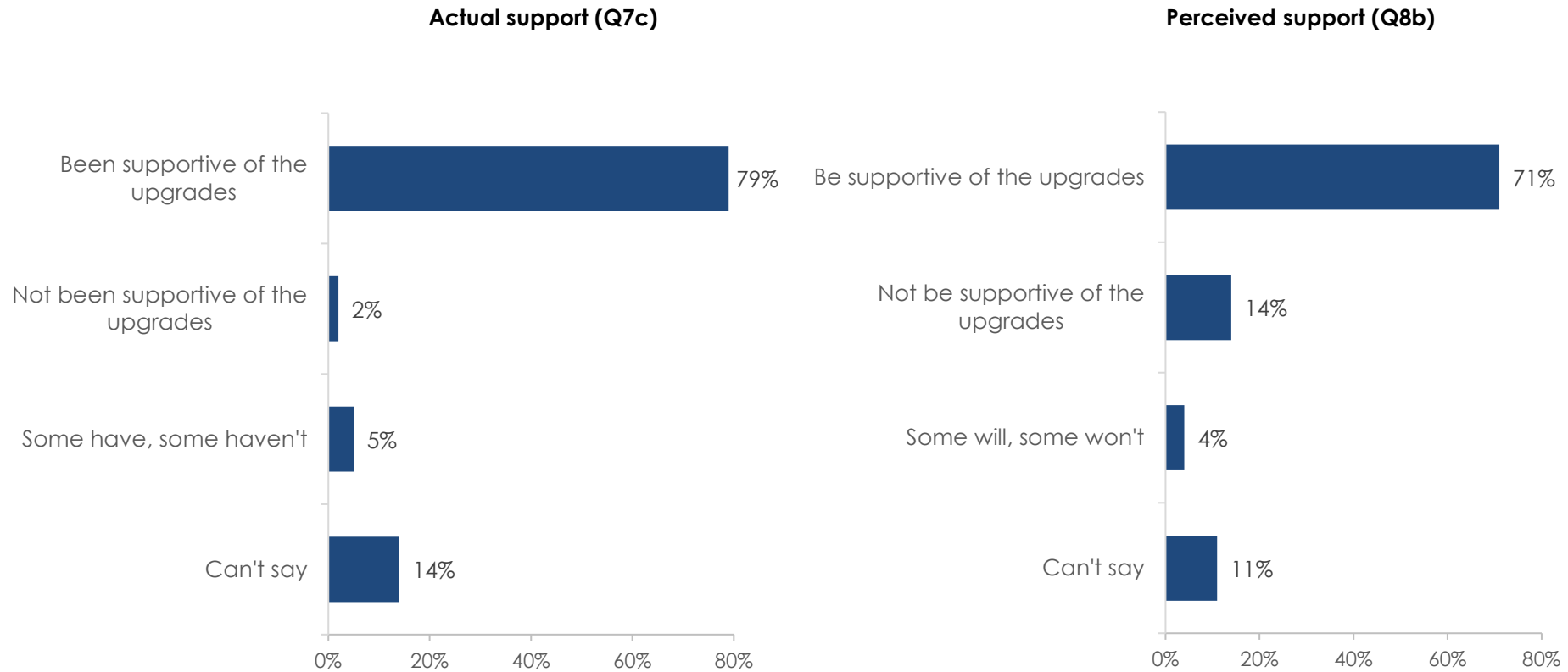
Q7a. To the best of your knowledge, have any of the MUDs you are involved with had any of the following upgrades or enhancements done as a result of the introduction or servicing of the food waste system?

Q7b. [For each item mentioned on Q7a, ask] As far as you know, who paid for [item mentioned on Q7a]?

Who paid for enhancement?	Count
New or upgraded food waste related signage/information	
Council	41
Body Corporate / Owner's corporation	7
Did it themselves/another resident	5
Building management / Strata management	3
Committee	2
Unknown	1
Free signs from Council in multilingual would be handy	1
New or upgraded ventilation or air freshening measures	
Body Corporate / Owner's corporation	4
Strata management	2
New or upgraded pest control measures	
Body Corporate / Owner's corporation	4
Strata management	2
Additional cleaning staff to help keep the food waste bins clean	
Body Corporate / Owner's corporation	3
Cleaning provided by myself	1
Strata management	1
New or upgraded lighting	
Body Corporate / Owner's corporation	3
The solar light put in purchased from myself	1
Taps installed near bins to make it easier for cleaners to wash food waste bins	
Body Corporate / Owner's corporation	4
Antiseptic wipes installed/provided near bins so residents and cleaners can clean their hands after putting food in the food waste bins	
Owner's corporation	1
Strata management	1
New or upgraded drainage near the bins to allow for correct disposal of wastewater to the sewer after washing food waste bins	
Owner's corporation	1
Engaged a mobile bin cleaning service because they don't have cleaning staff or don't have appropriate tap and drainage facilities	
Body Corporate	1
New or upgraded anti-slip measures	
No responses	
Wash basins installed near bins so residents can wash their hands after putting food in the food waste bins	
No responses	

Support for Upgrades/Enhancements

- Q7c. *[If Yes to any upgrades on Q7a, ask] As far as you know, when building upgrades or enhancements have been undertaken as a result of the introduction or servicing of the food waste system, have strata committees generally...*
- Q8b. *[If Yes to any upgrades on Q8a, ask] In the future when building upgrades or enhancements are needed as a result of the introduction or servicing of the food waste system, do you think strata committees will generally...*



Base: N = 57

Base: N = 28

Of those that have upgraded or need upgrades to their food waste system, the majority stated their strata committee has been supportive. We noted on Slides 34-36 that Council was primarily responsible for funding signage. Otherwise, any other upgrades that had been done were mostly funded by the properties themselves. There were 16 respondents who had an upgrade other than signage (so likely an upgraded funded by the property) and on Q7c 88% of the 16 indicated the strata committees had been supportive (caution, small sample size).

Support for Upgrades/Enhancements

- Q7c. [If Yes to any upgrades on Q7a, ask] As far as you know, when building upgrades or enhancements have been undertaken as a result of the introduction or servicing of the food waste system, have strata committees generally...
- Q8b. [If Yes to any upgrades on Q8a, ask] In the future when building upgrades or enhancements are needed as a result of the introduction or servicing of the food waste system, do you think strata committees will generally...

Actual support (Q7c) from strata committees received, when upgrades/enhancements are requested	Overall (N = 57)	Strata or Body Corp. Committee Member, Building rep. or champion. (N = 31)	Other role in MUD (N = 26)
Been supportive of the upgrades	79%	74%	85%
Not been supportive of the upgrades	2%	0%	4%
Some have, some haven't	5%	3%	8%
Can't say	14%	23%	4%

Perceived support (Q8b) from strata committees, should upgrades/enhancements be requested	Overall (N = 28)	Strata or Body Corp. Committee Member, Building rep. or champion. (N = 15*)	Other role in MUD (N = 13*)
Be supportive of the upgrades	71%	60%	85%
Not be supportive of the upgrades	14%	20%	8%
Some will, some won't	4%	0%	8%
Can't say	11%	20%	0%

*Caution low base size

A significantly higher/lower percentage (by group)

The above analysis should be viewed as an interest point due to smaller sample sizes. For the most part, upgrades/enhancements have and will be supported.



Additional Analyses



SSROC

micromex
research

Section Summary

The following slides provide a cross analysis of all results by MUD type (size and age).

In summary:

- MUDs 4 storeys or more reported a slightly greater amount of effort created by using the food bin waste system compared to MUDs with fewer storeys; and are also more likely to agree that persons should be financially rewarded for extra efforts required. These larger dwellings stated effort is more likely created by the need to inform/educate residents and more likely to experience challenges to inform/raise awareness.
- MUDs 3 storeys or less were significantly less likely to have received training or advice about managing the food waste bin system from Council (30% stated they have compared to 58% amongst MUDs 4+ storeys). These smaller dwellings are also more likely to need new/upgraded food waste related signage and information and need a mobile bin cleaning service due to lack of cleaning staff/appropriate tap and drainage facilities.
- Older buildings (greater than 30 years) are significantly less likely to have waste/recycling bin rooms.



General Attitudes

The term 'food waste bin systems' refers to the bins used for FOGO or food-only waste, the bin room or bin storage area, the amenity and maintenance of the service, the kitchen caddies and liners, the residents' use of liners and bins, residents' attitude about their involvement, and the collection of bins with food in them.

Q1a. First, on a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, how much do you agree or disagree with each of the following statements?

	Overall	MUDs four or more storeys	MUDs 3 storeys or less	Relatively new – built in the last ten years	Built approx. 11-30 years ago	Built more than 30 years ago
I am concerned about the long-term sustainability of our local natural environment	4.59	4.55	4.70	4.41	4.78	4.55
I believe most or all residents in the MUDs I am involved with are concerned about the long-term sustainability of our local natural environment	3.53	3.66	3.37	3.52	3.64	3.36
I believe most or all residents in the MUDs I am involved with would readily comply with food waste bin systems	3.26	3.26	3.30	3.50	3.19	3.00
(Position) should be financially rewarded for any extra effort required to manage the food waste bin system in MUDs	2.29	2.51	2.07	2.45	2.27	2.27
Base (minimum)	69	44	28	21	28	22

Base: N = 75

Scale: 1 = strongly disagree, 5 = strongly agree



Effort Created Using the Food Waste Bin System in MUDs

Q1b. In your role as a [insert from Qa from online EOI survey], does the food waste bin system in MUDs cause you...

	Overall	MUDs four or more storeys	MUDs 3 storeys or less	Relatively new – built in the last ten years	Built approx. 11-30 years ago	Built more than 30 years ago
A lot of extra work/effort	4%	2%	7%	5%	3%	5%
A little extra work/effort	52%	50%	53%	55%	55%	45%
No real difference in work/effort	39%	42%	37%	41%	30%	50%
A little less work/effort	3%	2%	3%	0%	6%	0%
A lot less work/effort	3%	4%	0%	0%	6%	0%
Mean	2.48	2.56	2.37	2.36	2.58	2.45
Base	75	48	30	22	33	22

Scale: 1 = a lot of extra work/effort, 5 = a lot less work/effort



Effort Created Using the Food Waste Bin System in MUDs

Q1b. In your role as a [insert from Qa from online EOI survey], does the food waste bin system in MUDs cause you...

Q1c. [If 'lot extra' or 'little extra' on Q1b, ask] How, in particular, does the food waste bin system in MUDs cause you [answer from Q1b]?

	Overall	MUDs four or more storeys	MUDs 3 storeys or less	Relatively new – built in the last ten years	Built approx. 11-30 years ago	Built more than 30 years ago
Physical labour involved e.g. taking bins out more, separating scraps	38%	32%	44%	54%	26%	36%
Advertising/informing/educating residents	33%	40%	22%	31%	37%	27%
More organisation e.g. following up with Council, arranging liners, monitor bins, create roster, etc.	33%	32%	39%	15%	37%	55%
Requires more cleaning	31%	28%	39%	31%	32%	27%
Ensuring residents comply/using bins correctly	31%	28%	39%	23%	37%	36%
Remembering to take the bins out on time	5%	4%	6%	8%	5%	0%
Base	42	25	18	13	19	11



Biggest Challenges/Problems Experienced

Q1d. In your experience, what are the biggest challenges or problems you experience as a [insert from Qa from online EOI survey] dealing with food waste bin systems within MUDs?

	Overall	MUDs four or more storeys	MUDs 3 storeys or less	Relatively new – built in the last ten years	Built approx. 11-30 years ago	Built more than 30 years ago
Compliance/using bins correctly/sorting waste correctly	52%	50%	57%	50%	55%	55%
Awareness/informing residents	19%	23%	13%	18%	24%	14%
Cleaning the bins adequately/managing the smell	16%	10%	23%	18%	12%	18%
Contamination	15%	13%	17%	5%	21%	18%
Dealing with insects/pests	12%	13%	13%	14%	15%	9%
Design of liners e.g. break too easily	11%	10%	10%	9%	9%	14%
Supplying/using the right bin liners	11%	10%	10%	14%	6%	14%
Organisation e.g. keeping to a roster, creating a system, etc.	8%	4%	13%	5%	9%	9%
Remembering to take bins out	8%	8%	10%	18%	0%	9%
Collection frequency/returning to area	7%	2%	13%	5%	9%	5%
Other	9%	6%	13%	9%	6%	14%
No issues	5%	2%	10%	0%	6%	9%
Base	75	48	30	22	33	22

Waste/Recycling Bin Rooms in MUDs

Q2a. Do any of the MUDs you are involved with have waste/recycling bin rooms throughout the block that residents can use to dispose of their food waste?

	Overall	MUDs four or more storeys	MUDs 3 storeys or less	Relatively new – built in the last ten years	Built approx. 11-30 years ago	Built more than 30 years ago
Yes	59%	73%	40%	73%	70%	32%
No	41%	27%	60%	27%	30%	68%
Can't say	0%	0%	0%	0%	0%	0%
Base	75	48	30	22	33	22

A significantly higher/lower percentage (by group)



Does Not Have Compostable Liners Provided by Council

Q3a. Councils often provide building management or residents with free compostable caddy liners. Are there any MUDs you are involved with where most or all residents do NOT have the compostable liners offered by Council?

	Overall	MUDs four or more storeys	MUDs 3 storeys or less	Relatively new – built in the last ten years	Built approx. 11-30 years ago	Built more than 30 years ago
Yes	16%	17%	13%	18%	18%	9%
No	76%	73%	80%	73%	76%	77%
Can't say	4%	6%	3%	0%	3%	14%
I was not aware Councils provided free liners	4%	4%	3%	9%	3%	0%
Base	75	48	30	22	33	22

A significantly higher/lower percentage (by group)



Caddies/Liners Distributed by Building Team

Q4a. Are there any MUDs you are involved with where Council-provided kitchen caddies and/or compostable liners are stored and distributed by the building team?

	Overall	MUDs four or more storeys	MUDs 3 storeys or less	Relatively new – built in the last ten years	Built approx. 11-30 years ago	Built more than 30 years ago
Yes	59%	60%	57%	59%	67%	50%
No	37%	38%	33%	36%	30%	45%
Can't say	4%	2%	10%	5%	3%	5%
Base	75	48	30	22	33	22

A significantly higher/lower percentage (by group)



Caddies/Liners Mailed Directly from Council

Q4c. Are there any MUDs you are involved with where Council-provided kitchen caddies and/or compostable liners are mailed directly from Council to residents?

	Overall	MUDs four or more storeys	MUDs 3 storeys or less	Relatively new – built in the last ten years	Built approx. 11-30 years ago	Built more than 30 years ago
Yes	19%	15%	23%	14%	12%	32%
No	73%	77%	63%	82%	79%	50%
Can't say	8%	8%	13%	5%	9%	18%
Base	75	48	30	22	33	22

A significantly higher/lower percentage (by group)



Access Issues for Waste Collection Trucks

Q5a. Thinking now about the waste trucks that come to empty the food waste bins, have any of the MUDs you are involved with experienced any access issues for the trucks when the food waste bins are collected?

	Overall	MUDs four or more storeys	MUDs 3 storeys or less	Relatively new – built in the last ten years	Built approx. 11-30 years ago	Built more than 30 years ago
Yes	12%	17%	7%	14%	12%	14%
No	84%	81%	87%	86%	82%	77%
Can't say	4%	2%	7%	0%	6%	9%
Base	75	48	30	22	33	22



Council-Provided Training to Managing Food Waste

- Q6c. Are there any MUDs you are involved with where Council has provided training or advice to the building management team – such as the body corporate, the building managers, cleaners, etc. – about managing the food waste bin system within the MUD?
- Q6d. Was the Council-provided training or advice useful?
- Q6e. Was the Council-provided training or advice necessary?

Received training? (Q6c)	Overall	MUDs four or more storeys	MUDs 3 storeys or less	Relatively new – built in the last ten years	Built approx. 11-30 years ago	Built more than 30 years ago
Yes	48%	58%	30%	55%	55%	32%
No	45%	33%	63%	45%	33%	59%
Can't say	7%	8%	7%	0%	12%	9%
Base	75	48	30	22	33	22

Training or advice useful? (Q6d)						
Yes	92%	89%	100%	92%	89%	100%
No	0%	0%	0%	0%	0%	0%
Can't say	8%	11%	0%	8%	11%	0%
Base	36	28	9	12	18	7

Training or advice necessary? (Q6e)						
Yes	92%	96%	78%	92%	94%	86%
No	6%	4%	11%	0%	6%	14%
Can't say	3%	0%	11%	8%	0%	0%
Base	36	28	9	12	18	7

A significantly higher/lower percentage (by group)



Upgrades/Enhancements from Food Waste Systems

Q7a. To the best of your knowledge, have any of the MUDs you are involved with had any of the following upgrades or enhancements done as a result of the introduction or servicing of the food waste system?

% Done	Overall	MUDs four or more storeys	MUDs 3 storeys or less	Relatively new – built in the last ten years	Built approx. 11-30 years ago	Built more than 30 years ago
New or upgraded food waste related signage/information	75%	83%	63%	77%	79%	68%
New or upgraded ventilation or air freshening measures	8%	13%	3%	14%	9%	0%
New or upgraded pest control measures	8%	13%	0%	18%	6%	0%
Taken on additional cleaning staff to help keep the food waste bins clean	7%	8%	3%	14%	3%	5%
Taps installed near bins to make it easier for cleaners to wash food waste bins	5%	6%	3%	14%	3%	0%
New or upgraded lighting	5%	6%	3%	9%	3%	5%
Antiseptic wipes installed/provided near bins so residents and cleaners can clean their hands after putting food in the food waste bins	3%	4%	3%	0%	6%	0%
New or upgraded drainage near the bins to allow for correct disposal of wastewater to the sewer after washing food waste bins	1%	2%	0%	5%	0%	0%
Engaged a mobile bin cleaning service because they don't have cleaning staff or don't have appropriate tap and drainage facilities	1%	2%	3%	0%	3%	5%
Wash basins installed near bins so residents can wash their hands after putting food in the food waste bins	0%	0%	0%	0%	0%	0%
New or upgraded anti-slip measures	0%	0%	0%	0%	0%	0%
Can't say	0%	0%	0%	0%	0%	0%
None of these	20%	13%	30%	14%	18%	27%
Base	75	48	30	22	33	22

A significantly higher/lower percentage (by group)

Upgrades/Enhancements from Food Waste Systems

Q8a. And in the future, do you think any of the MUDs you are involved with – whether they already have food waste systems or when they switch to food waste systems in the future – will need any of the following upgrades done as a result of the food waste process?

% Needed	Overall	MUDs four or more storeys	MUDs 3 storeys or less	Relatively new – built in the last ten years	Built approx. 11-30 years ago	Built more than 30 years ago
New or upgraded food waste related signage/information	27%	21%	40%	18%	24%	41%
Antiseptic wipes installed/provided near bins so residents and cleaners can clean their hands after putting food in the food waste bins	17%	25%	3%	32%	15%	5%
New or upgraded pest control measures	15%	17%	10%	23%	12%	9%
New or upgraded ventilation or air freshening measures	12%	17%	3%	23%	12%	0%
New or upgraded drainage near the bins to allow for correct disposal of wastewater to the sewer after washing food waste bins	8%	4%	13%	5%	6%	14%
New or upgraded anti-slip measures	8%	10%	3%	14%	6%	5%
Taps installed near bins to make it easier for cleaners to wash food waste bins	7%	6%	7%	9%	3%	9%
Additional cleaning staff to help keep the food waste bins clean	7%	4%	10%	18%	3%	0%
Wash basins installed near bins so residents can wash their hands after putting food in the food waste bins	5%	6%	3%	14%	3%	5%
Engage a mobile bin cleaning service because they don't have cleaning staff or don't have appropriate tap and drainage facilities	5%	0%	13%	5%	3%	9%
New or upgraded lighting	3%	2%	3%	0%	3%	5%
Can't say	0%	0%	0%	0%	0%	0%
None of these	55%	56%	50%	41%	64%	55%
Base	75	48	30	22	33	22

A significantly higher/lower percentage (by group)

Support for Upgrades/Enhancements

- Q7c. *[If Yes to any upgrades on Q7a, ask] As far as you know, when building upgrades or enhancements have been undertaken as a result of the introduction or servicing of the food waste system, have strata committees generally...*
- Q8b. *[If Yes to any upgrades on Q8a, ask] In the future when building upgrades or enhancements are needed as a result of the introduction or servicing of the food waste system, do you think strata committees will generally...*

Actual support (Q7c)	Overall	MUDs four or more storeys	MUDs 3 storeys or less	Relatively new – built in the last ten years	Built approx. 11-30 years ago	Built more than 30 years ago
Been supportive of the upgrades	79%	83%	68%	83%	77%	73%
Not been supportive of the upgrades	2%	2%	0%	6%	0%	0%
Some have, some haven't	5%	5%	11%	0%	8%	13%
Can't say	14%	10%	21%	11%	15%	13%
Base	57	41	19	18	26	15

Perceived support (Q8b)	Overall	MUDs four or more storeys	MUDs 3 storeys or less	Relatively new – built in the last ten years	Built approx. 11-30 years ago	Built more than 30 years ago
Been supportive of the upgrades	71%	83%	58%	75%	67%	78%
Not been supportive of the upgrades	14%	11%	17%	25%	17%	0%
Some have, some haven't	4%	6%	0%	0%	8%	0%
Can't say	11%	0%	25%	0%	8%	22%
Base	28	18	12	8	12	9

A significantly higher/lower percentage (by group)





Questionnaire

Understanding 'Food Waste Bin' services in Multi Unit Dwellings
Expression of Interest
October 2022

Thanks for your interest in helping councils understand issues around 'Food Waste Bin Services' (ie: Food Only [FO] and Food Organics Garden Organics [FOGO] bins) in Multi Unit Dwellings ('MUD's').

The questions below will help us to select stakeholders to participate in a 12-15-minute telephone survey.

Please complete these questions in one sitting, as your answers can't be saved to come back to. Please ensure you click the 'Submit' button at the end of the survey.

For the purposes of this research, the term 'MUDs' includes large and small apartment blocks, as well as townhouses/terrace houses/semi-detached homes/villas that are part of a strata scheme.

Qa. Which one of the following best describes your main role in MUDs? (SR)

- ☐ Work as a Building Manager
- ☐ Work as a Strata Manager
- ☐ Work as a Cleaner at one or more MUDs
- ☐ Work as a Building Maintenance person at one or more MUDs
- ☐ Work as a Concierge at one or more MUDs
- ☐ I am a Strata/Body Corporate Committee Member and/or 'building representative/champion'
- ☐ I was one of these but am retired now.
- ☐ None of these ("Thank you for your time and interest, but we need to speak to those who are actively involved in MUDs")

Qb. As a [insert from Qa], which one of the following statements applies to you in terms of dealing with Food waste bin services in MUDs? (MR)

- ☐ In the past ten years I have not been involved in any MUD that had Food waste bins (either as a trial or a permanent program) (Terminate: "Thank you for your time and interest, but we need to speak to those who have had experience with Food waste bins in MUDs")
- ☐ In the past ten years I have been involved with one or more MUDs that had Food waste bins (either as a trial or a permanent program) – although I'm not currently involved.
- ☐ I am currently involved in one or more MUDs that have Food waste bins (either as a trial or a permanent program)

Qc. What type(s) of MUDs with Food waste bins (either as a trial or a permanent program) have you been involved with? (MR)

- ☐ Townhouse/terrace house/semi-detached/villa – each unit has its own Council bins for waste and recycling, not shared with others
- ☐ Townhouse/terrace house/semi-detached/villa with Council bins for waste and recycling that are shared with others
- ☐ Flat/unit/apartment in a block of three storeys or less
- ☐ Flat/unit/apartment in a block of four or more storeys
- ☐ Other (e.g. retirement village, caravan park, etc)

If ONLY Code 1 and/or Code 5 on Qc, terminate: "Thank you for your time and interest, but we need to speak to those who are actively involved in particular types of MUD's"

Qd. Approximately how old are the MUDs you are involved with that have Food waste bins (either as a trial or a permanent program)? (MR)

- ☐ Relatively new – built in the last ten years
- ☐ Built approximately 11-30 years ago
- ☐ Built more than 30 years ago

Qe. Are any of the MUDs you are involved with that have Food waste bins (either as a trial or a permanent program) in the following local government areas? (MR)

- ☐ Bayside Council
- ☐ Burwood Council
- ☐ Canterbury Bankstown Council
- ☐ City of Canada Bay
- ☐ City of Sydney
- ☐ Georges River Council
- ☐ Inner West Council
- ☐ Randwick City Council
- ☐ Strathfield Municipal Council
- ☐ Sutherland Shire Council
- ☐ Waverley Municipal Council
- ☐ Woollahra Municipal Council
- ☐ Other Councils in Greater Sydney/Central Coast/Hunter/Blue Mountains/Illawarra area
- ☐ None of the above (Terminate: "Thank you for your time and interest, but we need to speak to those who have had experience with MUDs in specific areas")

Thank you for answering these questions!

So that we can contact you in the coming weeks for a phone interview, could you please provide the following information:

Your Name.....

Phone.....

Email.....

In general, are there are days of the week or times of day that are better for us to call you? Please indicate preferences:

	8.00am to 10.00am	10.01am to 12.00noon	12.01pm to 3.00pm	3.01pm to 6.00pm
Mondays				
Tuesdays				
Wednesdays				
Thursdays				
Fridays				
Saturdays	N/A			N/A

And just a reminder... All those who qualify for and complete the phone survey will be sent a \$40 e-voucher as a thank you for participating!

Thank you for completing this short Expression of Interest survey. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. The research has been conducted by Micromex Research (1800 639 599) on behalf of the Southern Sydney Regional Organisation of Councils (SSROC).

Introduction

Good morning/afternoon/evening, may I speak to [name from database] please?

My name is _____ and I'm calling from a company called Micromex. You recently completed an online EOI to take part in a regional study on multi-unit dwelling perspectives on food waste bin systems, and you provided your details to participate in a follow-up phone survey. Would now be an appropriate time to take the survey? It should take about 12-15 minutes to complete. (If 'No', set call-back date/time)

Your responses will remain confidential, and no individual responses will be reported. We will not report specific building names or addresses that identify what you are referring to.

[Hannah: Survey to link back to the initial online EOI survey data]

If asked who survey is being conducted for, say: "Our client is the Southern Sydney Regional Organisation of Councils, which is a collective of 12 Councils in Southern Sydney" (SSROC Member Councils are: Bayside; Burwood; Canterbury Bankstown; City of Canada Bay; City of Sydney; Georges River; Inner West; Randwick; Strathfield; Sutherland Shire; Waverley; and Woollahra Councils). This project is funded by the NSW Environment Protection Authority.

Section 1: General Attitudes

Intro:

For this survey, I would like you to think about your experiences with and suggestions for managing food waste bin systems within Multi Unit Dwellings, or MUDs. And importantly, please answer from the perspective of being a [insert from Qa from online EOI survey]

The term 'food waste bin systems' refers to the bins used for FOGO or food-only waste, the bin room or bin storage area, the amenity and maintenance of the service, the kitchen caddies and liners, the residents' use of liners and bins, residents' attitude about their involvement, and the collection of bins with food in them.

Q1a. First, on a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, how much do you agree or disagree with each of the following statements? *Prompt* RANDOMISE (SR)

	Strongly Disagree			Strongly Agree			
	1	2	3	4	5		DK
[insert from Qa from online EOI survey] should be financially rewarded for any extra effort required to manage the food waste bin system in MUDs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
I am concerned about the long-term sustainability of our local natural environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
I believe most or all residents in the MUDs I am involved with are concerned about the long-term sustainability of our local natural environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
I believe most or all residents in the MUDs I am involved with would readily comply with food waste bin systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Section 2: FOGO/FO – General

Q1b. In your role as a [insert from Qa from online EOI survey], does the food waste bin system in MUDs cause you... *FLIP Prompt*

- ☐ A lot of extra work/effort
- ☐ A little extra work/effort
- ☐ No real difference in work/effort
- ☐ A little less work/effort
- ☐ A lot less work/effort

Q1c. [If 'lot extra' or 'little extra' on Q1b, ask] How, in particular, does the food waste bin system in MUDs cause you [answer from Q1b]? Any other ways?

.....

Q1d. [Ask all] In your experience, what are the biggest challenges or problems you experience as a [insert from Qa from online EOI survey] dealing with food waste bin systems within MUDs? What other food waste-related challenges or problems have you experienced?

.....

Section 3: FOGO/FO – Specific

I'd now like to ask you about your experiences with specific aspects of the food waste bin systems in the MUDs in which you work.

Q2a. Do any of the MUDs you are involved with have waste/recycling bin rooms (~~on most or all floors~~) / (throughout the block) that residents can use to dispose of their food waste?

- ☐ Yes
- ☐ No
- ☐ Can't say

Q2b. [If 'Yes' on Q2a, ask] Does having bin rooms (~~on most or all floors~~) / (throughout the block) work well for disposing of food waste, or do you encounter issues?

Positives/Works well.....

Negatives/Issues.....

Q3a. Councils often provide building management or residents with free compostable caddy liners. Are there any MUDs you are involved with where most or all residents do NOT have the compostable liners offered by Council?

- ☐ Yes
- ☐ No
- ☐ Can't say
- ☐ I was not aware Councils provided free liners

Q3b. [If 'Yes' on Q3a, ask] Does NOT having Council-provided compostable liners work well for disposing of food waste, or do you encounter issues?

Positives/Works well.....

Negatives/Issues.....

Q4a. Are there any MUDs you are involved with where Council-provided kitchen caddies and/or compostable liners are stored and distributed by the building team?

- ☐ Yes
- ☐ No
- ☐ Can't say

Q4b. [If 'Yes' on Q4a, ask] Does having Council-provided kitchen caddies and/or compostable liners stored and distributed by the building team work well for disposing of food waste, or do you encounter issues?

Positives/Works well.....

Negatives/Issues.....

Q4c. Are there any MUDs you are involved with where Council-provided kitchen caddies and/or compostable liners are mailed directly from Council to residents?

- ☐ Yes
- ☐ No
- ☐ Can't say

Q4d. [If 'Yes' on Q4c, ask] Does having Council-provided kitchen caddies and/or compostable liners mailed directly from Council to residents work well for disposing of food waste, or do you encounter issues?

Positives/Works well.....

Negatives/Issues.....

Q5a. Thinking now about the waste trucks that come to empty the food waste bins, have any of the MUDs you are involved with experienced any access issues for the trucks when the food waste bins are collected?

- ☐ Yes
- ☐ No
- ☐ Can't say

Q5b. [If 'Yes' on Q5a, ask] What sorts of access issues have the MUDs or collection trucks experienced?

Negatives/Issues.....

Q6a. To the best of your knowledge, have any of the MUDs you are involved with changed – or attempted to change – their building by-laws as a way to encourage greater compliance with the food waste bin system amongst residents?

- ☐ Yes
- ☐ No
- ☐ Can't say

Q6b. [If 'Yes' on Q6a, ask] What positives and negatives came out of that process of changing or trying to change the building by-laws? (Think through the process of changing the by-laws, but also the food waste-related result of the change?)

Positives.....

Negatives.....

Q6c. Are there any MUDs you are involved with where Council has provided training or advice to the building management team – such as the body corporate, the building managers, cleaners, etc – about managing the food waste bin system within the MUD?

- ☐ Yes
- ☐ No
- ☐ Can't say

Q6d. [If 'Yes' on Q6c, ask] Was the Council-provided training or advice useful?

Yes.....

No.....

Can't say

Q6e. [If 'Yes' on Q6c, ask] Was the Council-provided training or advice necessary?

Yes.....

No.....

Can't say

Q7a. To the best of your knowledge, have any of the MUDs you are involved with had any of the following upgrades or enhancements done as a result of the introduction or servicing of the food waste system? Please answer yes or no as I read each one.

Q7b. [For each item mentioned on Q7a, ask] As far as you know, who paid for [item mentioned on Q7a]?

- | <u>Q7a</u> | <u>Q7b</u> |
|---|------------|
| <input type="radio"/> Taps installed near bins to make it easier for cleaners to wash food waste bins | |
| <input type="radio"/> Wash basins installed near bins so residents can wash their hands after putting food in the food waste bins | |
| <input type="radio"/> Antiseptic wipes installed/provided near bins so residents and cleaners can clean their hands after putting food in the food waste bins | |
| <input type="radio"/> New or upgraded drainage near the bins to allow for correct disposal of waste water to the sewer after washing food waste bins | |
| <input type="radio"/> New or upgraded ventilation or air freshening measures | |
| <input type="radio"/> New or upgraded pest control measures | |
| <input type="radio"/> New or upgraded lighting | |
| <input type="radio"/> New or upgraded anti-slip measures | |
| <input type="radio"/> New or upgraded food waste related signage/information | |
| <input type="radio"/> Taken on additional cleaning staff to help keep the food waste bins clean | |
| <input type="radio"/> Engaged a mobile bin cleaning service because they don't have cleaning staff or don't have appropriate tap and drainage facilities | |
| <input type="radio"/> (Do NOT Prompt) None of these | |
| <input type="radio"/> (Do NOT Prompt) Can't say | |

Q7c. [If Yes to any upgrades on Q7a, ask] As far as you know, when building upgrades or enhancements have been undertaken as a result of the introduction or servicing of the food waste system, have strata committees generally... *FLIP Prompt*

- ☐ Been supportive of the upgrades, or
☐ Not been supportive of the upgrades
☐ (Do NOT Prompt) Some have, some haven't
☐ (Do NOT Prompt) Can't say

Q8a. And in the future, do you think any of the MUDs you are involved with – whether they already have food waste systems or when they switch to food waste systems in the future – will need any of the following upgrades done as a result of the food waste process? Please answer yes or no as I read each one.

- Q8a
- ☐ Taps installed near bins to make it easier for cleaners to wash food waste bins
☐ Wash basins installed near bins so residents can wash their hands after putting food in the food waste bins
☐ Antiseptic wipes installed/provided near bins so residents and cleaners can clean their hands after putting food in the food waste bins
☐ New or upgraded drainage near the bins to allow for correct disposal of wastewater to the sewer after washing food waste bins
☐ New or upgraded ventilation or air freshening measures
☐ New or upgraded pest control measures
☐ New or upgraded lighting
☐ New or upgraded anti-slip measures
☐ New or upgraded food waste related signage/information
☐ Additional cleaning staff to help keep the food waste bins clean
☐ Engage a mobile bin cleaning service because they don't have cleaning staff or don't have appropriate tap and drainage facilities
☐ (Do NOT Prompt) None of these
☐ (Do NOT Prompt) Can't say

Q8b. [If Yes to any upgrades on Q8a, ask] In the future when building upgrades or enhancements are needed as a result of the introduction or servicing of the food waste system, do you think strata committees will generally... *(Flip, Prompt)*

- ☐ Be supportive of the upgrades, or
☐ Not be supportive of the upgrades
☐ (Do NOT Prompt) Some will, some won't
☐ (Do NOT Prompt) Can't say

Thank you for completing this survey. We will send you an e-voucher for \$40 in the next week or so, as a thank you for your participation. Can I just check that the email address we have for you is correct? [insert email address provided on online EO]

This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. The research has been conducted by Micromex Research (1800 639 599) on behalf of the Southern Sydney Regional Organisation of Councils (SSROC).

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