

Appendix B – Consultation Response – Strategy Initiatives and Actions

Theme and % comments on this theme	Summary of comments and response/proposed changes
General education – 20%	<p>Comments included: that ongoing education and information on waste, litter and recycling is required – particularly around what can be recycled; ensure people use bins “properly” and that efforts aren’t being wasted; provide better information on extra recycling services in the “What I can recycle” information (eg paint, batteries etc.); promote consequences of contamination; use pictograms and graphics to convey information; provide targeted behaviour change programs; tell people where waste goes; provide education at schools, create partnerships with schools; include acknowledgement of creek management committee work in stormwater education directly related to littering and dumping of waste.</p> <p>Response – These suggestions are already generally reflected in actions 3.3 and 4.3 and will be considered in more detail in the implementation plan.</p>
Composting – 5%	<p>Comments requested: investment in effective compost programs to increase composting and identification of business case; consideration of ways for apartments to have shared compost facilities; provision of free compost bins and worm farms (or food scraps bins) and more information; review of current compost products to provide higher quality; support provided to community gardens and organisations to create compost hubs.</p> <p>Response -These suggestions are already generally reflected in the actions and will be considered in more detail in the implementation plan.</p>
Council and management – 5%	<p>Comments around: Council and senior staff leadership; Council processes around replacement and large bins; using less paper, and bin collectors causing litter or not putting the bin back properly. There was also a suggestion to share successes with other Councils.</p> <p>Response -These suggestions are already generally reflected in the actions and will be considered in more detail in the implementation plan.</p>
Hard Waste – 5%	<p>The majority of these comments requested more free hard waste collections, particularly booked collections. There were also requests to change timing, provide skips, provide additional paid services, give credits for recycling metals and provide tip vouchers.</p> <p>Response – The hard waste service has undergone a number of reviews in past years and the current service has high acceptance with the community as seen in recent community surveys of the service. An action is included in 4.3 to investigate additional fee for service collections.</p>

<p>Litter – 5%</p>	<p>Main comments were around providing more litter bins or more patrols, but also comments around: more frequent collections; more cigarette butt bins, keeping public places clean; developing a program to develop pride and understanding that we can all do our bit around removing litter.</p> <p>Response -These actions are already generally reflected in the actions and will be considered in more detail in the implementation plan.</p>
<p>Darebin Resource Recovery Centre (DRRC) – 5%</p>	<p>Comments regarding poor accessibility of DRRC and high cost particularly in relation to disadvantaged groups.</p> <p>Response- Council have provided the hard waste service to deal with accessibility issues (particularly for those who do not have cars) and disadvantaged people not being able to afford DRRC prices. Ongoing pricing reviews will occur annually.</p>
<p>Incentives – 4%</p>	<p>Suggestions to provide incentives for people to use smaller or less frequent waste services or compost or user pays service.</p> <p>Response –Incentives will be considered in the review of charges for waste and recycling services identified in 3.3</p>
<p>Packaging – 4%</p>	<p>Reduce packaging by advocating to or educating retailers and manufacturers. Educate residents about avoiding packaging.</p> <p>Response – these issues are already included in 3.3 Actions and will be considered in the implementation plan.</p>
<p>Green waste recycling – 3%</p>	<p>Requests for: better renters access to service; free green waste recycling service and “on request” service.</p> <p>Response – these issues will be considered in the implementation plan and in any green waste recycling service improvements.</p>
<p>Recycling – 3%</p>	<p>Comments around: making it easy; increasing range of materials recycled, increasing collection frequency to weekly; better recycling at events and recycling stations.</p> <p>Response –The majority of these requests are already generally reflected in the actions and will be considered in more detail in the implementation plan. Weekly recycling is not currently considered best practice and would be more inefficient and expensive than fortnightly collections.</p>
<p>Sharing initiatives – 3%</p>	<p>Suggestions to: promote freecycle and share initiatives, encourage collection from nature strips; allow sharing of bins by neighbours (although it is noted that one response complained about other people using bin).</p> <p>Response – Council supports sharing programs and these will be considered in the implementation plan.</p>
<p>Business – 3%</p>	<p>Comments included: engage businesses to take pride in their neighbourhood and reduce littering (particularly food businesses); support and encourage zero waste businesses; reinforce Darebin</p>

	<p>Business Development and Employment Strategy (DBDES) action to “promote and deliver energy, water and waste efficiency programs to Darebin businesses.”</p> <p>In relation to Council providing the equivalent residential service to businesses – there was one comment saying only residents and not-for-profits should receive collections, versus another saying small businesses should be provided with a kerbside service so that Council can influence waste behaviour. There was also a suggestion of greater data collection for business waste.</p> <p>Response - The private sector provide good quality business waste services suited to business needs and Council is not looking to replicate these, but does provide residential style kerbside services to businesses on request. An additional action has been included in 3.3 to reflect Council’s support and engagement of businesses in waste reduction and recycling.</p>
Organics service – 3%	<p>Suggestions included: providing a free collection service for food waste or including food waste in the green waste collection.</p> <p>Response – These issues are already included in 3.3 Actions and will be considered in the implementation plan.</p>
Plastic bags -3%	<p>Reduce/ban plastic bag use, work with shops and community. Advocate to other governments and businesses on this issue.</p> <p>Response – Council already participates in “Plastic free July” and these suggestions are already included in 4.3 Actions and will be considered in the implementation plan.</p>
Enforcement – 2%	<p>Comments about: more patrols; enforcing overflowing bins; enforcing cigarette litter; sediment and liquid pollution particularly from building sites; as well as enforcing bins being left out too long.</p> <p>Response – These issues are already included in 4.3 Actions and will be considered in the implementation plan. Enforcing bins being left out too long has also been considered in the Local Law Review.</p>
Dumping – 2%	<p>Comments regarding: more monitoring of dumping required; specific sites; signage and surveillance cameras to deter dumping as well as beautification suggestions.</p> <p>Response – These issues are already included in 4.3 Actions and will be considered in the implementation plan.</p>
Dog faeces – 2%	<p>Comments requesting: Dog poo bags in parks along with litter bins and trialling a dog poo compost in a park.</p> <p>Response – Actions to provide faeces clean up bags in parks are already included in 4.3 Actions. Dog poo compost bins are not currently recommended by Council Officers for public places due to health and management issues</p>
Disability requirements – 2%	<p>Comments included that smaller more manoeuvrable bin options would be good for people with disabilities (particularly for those with</p>

	<p>wheelchairs) and that neighbours can be engaged to also help.</p> <p>Response – Included additional action in 3.3 to investigate better waste solutions for people with disabilities including smaller, more manoeuvrable bins.</p>
Development – 2%	<p>Comments around : how Council can promote and enforce design for best practice waste management through planning mechanisms and engagement; whether apartments should pay for waste services and concerns about density not leading to the best waste outcomes.</p> <p>Response – Strengthened strategic outcomes and actions around multi-unit dwellings to review provision of Council services, develop waste management guidelines to sit within the planning application process and develop strategies to reduce dumping near these sites for best practice waste management.</p>
Litter and waterways – 2%	<p>Comments regarding: the effect of litter on waterways being critical, better litter collection along waterways is needed including the provision of gross pollutant traps and rubbish grills; supporting partnerships with the creek management committees and Friends groups and Melbourne Water and EPA Victoria.</p> <p>Response – Added section on waterways in 4.2 and action in 4.3. The water strategy also includes the provision of gross pollutant traps and water quality actions.</p>
Public Place Recycling – 2%	<p>Requests for more public place recycling bins including in parks.</p> <p>Response -These are already included in actions in 4.3 and will be considered in more detail in the implementation plan.</p>
Street Cleaning – 2%	<p>Requests for better street cleaning: including fencelines, bikepaths, leaf collection and drain cleaning.</p> <p>Response –Street cleaning services are provided regularly and reviewed on an ongoing basis.</p>
Asbestos and hazardous materials– 1%	<p>Comments requesting disposal of asbestos/hazardous materials to be made easier/cheaper.</p> <p>Response – Relevant actions are included in 4.3 and will be considered in more detail in the implementation plan.</p>
Bin collection times – 1%	<p>Requests for later bin collection times or wanting to know exact collection time.</p> <p>Response – Bin collection times are continually rotated in relation to customer requests, traffic flow and health and safety.</p>
Container Deposit Legislation – 1%	<p>Comments requesting advocacy for container deposit legislation (CDL) or “money back for bottles”.</p> <p>Response – Council has advocated for CDL in the past and will continue to treat this as a product stewardship issue. Actions</p>

	regarding product stewardship are included in 4.2 and 3.3.
Building and construction waste – 1%	<p>Requests that: building and construction waste minimisation be incorporated into permit conditions and that Council be more proactive rather than relying on residents to report bad practice, educating residents in good practices</p> <p>Response – Relevant actions are included in 4.3 and will be considered in more detail in the implementation plan.</p>
Mulch -1%	<p>Requests to provide free or low cost mulch to residents from green waste.</p> <p>Response – A trial is currently being investigated for small amounts of mulch to be available for residents at the DRRC.</p>
Nappies – 1%	<p>Requests to provide recycling or promote and support alternatives to single use nappies as it is a high proportion of waste landfilled.</p> <p>Response – These issues are already included in 3.3 Actions and will be considered in the implementation plan.</p>
Railways – 1%	<p>Requests to improve litter removal/rubbish at stations and on railway lines and identify responsibilities.</p> <p>Response – Relevant actions are included in 4.3 and will be considered in more detail in the implementation plan.</p>
Other – 6%	<p>Varied requests – from requesting “waste to energy” solutions to reducing the numbers of bins out on the streets for collection.</p> <p>Response –will be considered in more detail in the implementation plan.</p>