

DRAFT WASTE AND RESOURCE RECOVERY STRATEGY 2030 COMMUNITY ENGAGEMENT SUMMARY REPORT

Introduction

The purpose of this engagement was to obtain stakeholder input to inform the development of the draft Waste and Resource Recovery Strategy 2030 (Draft Strategy). The goal was to ensure that the Draft Strategy was underpinned by an understanding of stakeholders' needs, challenges and aspirations.

Methodology

A dedicated page was established on the Participate Melbourne website. This provided information about the project and invited feedback and ideas through an online survey and email submissions. The survey was open from late November 2017 until 28 February 2018. The survey questions are included at Appendix 1.

A flier was produced to promote the engagement process (see Appendix 2). The flier was sent electronically to the following stakeholders:

- resident groups and associations
- resident and city workers participating in the GreenMoney sustainable rewards program
- precinct trader associations
- Victorian Waste Management Association
- Sustainability Victoria and Metropolitan Waste and Resource Recovery Group
- environmental groups: Centre for Sustainability Leadership, Alternative Technology Association, Australian Conservation Foundation, Friends of the Earth, Friends of Westgate Park, Sustainable Table Ltd, Environment Victoria and CERES.

The engagement was also promoted through the following channels:

- City of Melbourne website (sustainability and waste pages)
- City of Melbourne Green Leaflet
- Eco-City Facebook and Twitter channels
- Sustainability Victoria and Victorian Waste Management Association newsletters.

Trader associations and resident groups were offered a presentation at their member or committee meetings during December-February. Five meetings were attended to provide information and receive feedback.

Stakeholder meetings were held with representatives of Sustainability Victoria, Metropolitan Waste and Resource Recovery Group and the Victorian Waste Management Association. A meeting was also held with representatives from other metropolitan Melbourne councils to discuss alignment between council strategies.

Community engagement response

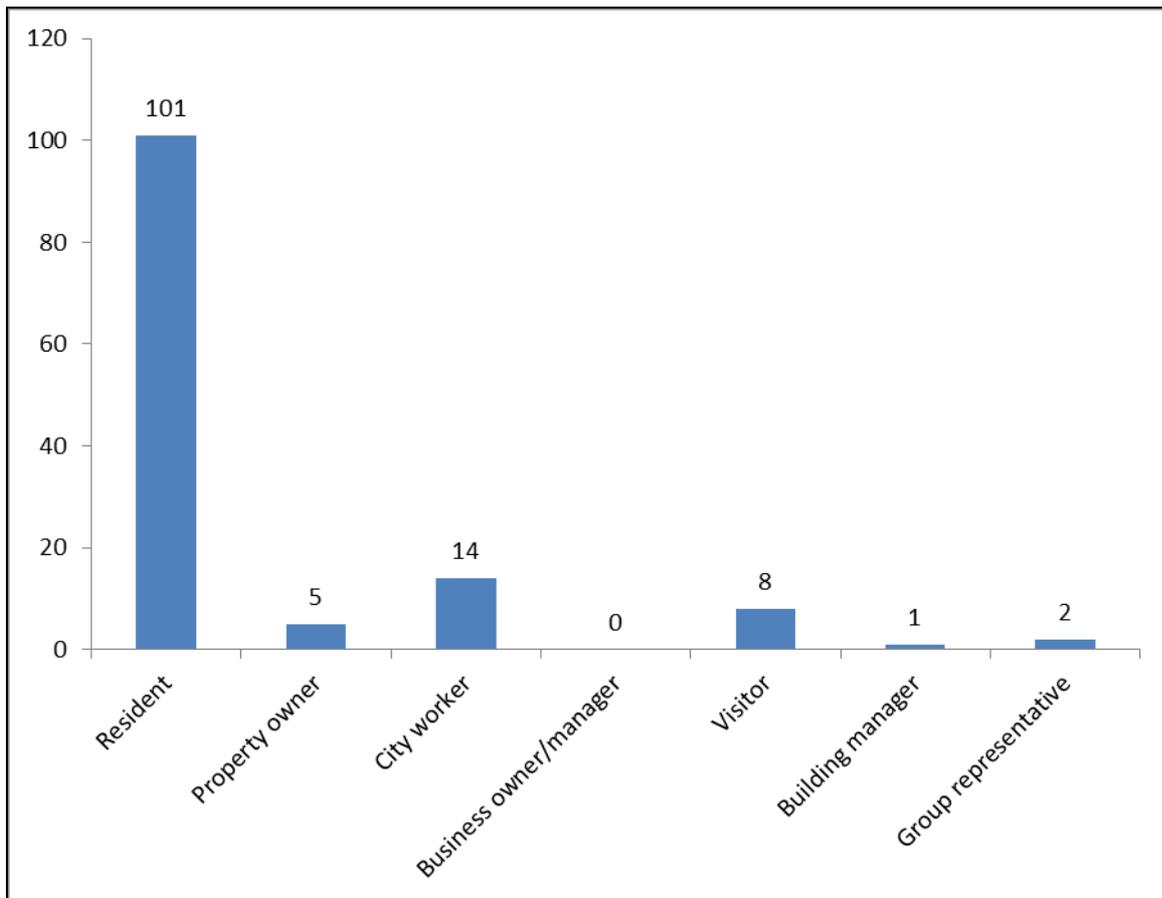
The engagement response and the main themes of the feedback received through Participate Melbourne surveys and email submissions are outlined below.

There were 1130 views of the Participate Melbourne page by 774 users (some may have viewed the page more than once). 131 online surveys were received. Figure 1 shows the number of completed online surveys by respondent type. The majority were residents (101 surveys) although some of these also stated that they owned their property and/or worked in the city. No online surveys were

completed by business owners or managers. Six email submissions were received in addition to the online survey feedback. The feedback received through the email submissions and online survey responses has been summarised and presented in Appendix 3.

Feedback was also received at the five community and resident group meetings attended: Docklands Community Forum and meetings of the Kensington Community Network and North and West Melbourne, East Enders and Parkville resident associations. The feedback received at these meetings has been collated and presented in Appendix 4.

Figure 1 Online survey respondent type



Major themes

The need for more recycling options

Respondents were recycling everything they could through their household recycling bins. Many reported that they were taking soft plastics to a supermarket for recycling and e-waste to City of Melbourne drop-off locations.

Suggestions included ways to deal with organic waste, recycling of soft-plastics, drop-off recycling options and infrastructure.

Organics, particularly food waste, was the most commonly nominated material that respondents wanted to be able to recycle and an area that City of Melbourne should provide more services.

Different approaches were suggested including:

- a bin-based collection service for garden and food organics
- more support for home composting or worm farming
- providing apartment buildings with on-site composting or worm farming systems
- communal composting drop-off locations, including in the central city and public places, businesses and institutions

- supporting local community initiatives for composting
- the need for food waste collections from businesses, particularly central city supermarkets.

Soft-plastics recycling through the household recycling bin or, less preferably, through drop-off recycling hubs was also requested.

Respondents noted that they wanted drop-off recycling locations for textiles/clothing (both reusable and for recycling), large cardboard, polystyrene, e-waste and batteries. One respondent suggested a monthly reuse collection of clothing, small household items, books and e-waste. Dedicated coffee cup bins or collection points in shopping strips and central city streets were requested by some respondents.

Infrastructure improvements were also suggested, including:

- Establishing more drop-off recycling facilities including some that are accessible without a car
- Improving existing drop-off facilities including lay-out and signage at Citywide's Waste and Recycling Centre on Dynon Road. The Port Phillip Resource Recovery Centre was given as a good example by one respondent.
- Establishing waste-to-energy facilities for material that is currently going to landfill and cannot be recycled
- Providing smaller household garbage bins.

The need for improved education

Many respondents made recommendations about waste education, suggesting topics and methods. The overall message was support for City of Melbourne's role in education.

Nominated topics or areas for education were:

- How to recycle in kerbside bins – detailed information on which items can/can't be recycled, whether they need to be cleaned
- How to recycle 'difficult' items – light bulbs
- Feedback – end results/benefits of recycling, collection tonnage data
- Plastics – which types can/can't be recycled, cutting it up to make it less dangerous for animals if it becomes litter
- Sustainable consumption – reduction and reuse, recycling is only part of the solution, impacts of cheap fashion.

Suggested methods of educating included:

- Higher profile campaign - City of Melbourne website and social media as well as advertisements
- Helping others to spread the message - making material available for download, assist Owners Corporations/strata managers with induction programs and tip sheets/posters
- Face-to-face education – community workshops, school visits, education stalls at local events, community members as 'recycling champions'
- Labelling – by packaging manufacturers, simple bin labelling to assist non-English speakers
- Placing notices on bins – continue the existing bin inspection program, have collection truck drivers leave a notice.

The provision of regulation, enforcement and incentives

Suggested areas for greater enforcement and regulation included:

- Requiring recycling at individual households or businesses and in apartment blocks and commercial buildings
- Bans, taxes/levies (including container deposit schemes) or other regulation on single-use and plastic items including shopping bags, plastic straws and takeaway containers, coffee cups and polluting items
- Greater enforcement of anti-littering laws
- Greater producer responsibility, i.e. for recycling of packaging and advertising material.

Suggested incentives included:

- Subsidies for using recycled materials
- User-pays systems that allows a financial incentive for households and businesses to dispose of less waste to landfill
- Supporting innovative and sustainable business ideas
- Promoting businesses that are taking positive actions such as reducing single-use items or providing less packaging or packaging that is entirely recyclable.

Waste reduction and reuse

Respondents suggested a range of ways that waste could be reduced and reused. This included:

- Encouraging businesses to find alternatives to disposable or single-use items and promoting/supporting individuals to use reusable coffee cups and take-away containers
- Helping householders to reuse unwanted items by supporting or promoting neighbourhood swap meets, garage sales, reuse websites
- Reusing of hard waste collection items, preferably by charities
- Incentivising and supporting the establishment of repair shops, tool or appliance libraries.

City of Melbourne operations

Suggestions were made for what City of Melbourne should be doing in our own operations or activities. This included:

- Developing purchasing policies and practices to support local recycling and recycled content products
- Requiring events to have good waste management practices
- Undertaking more audits of waste bins
- Providing the community with mulch from tree maintenance in our parks and gardens
- Providing water bottle refill stations in parks.

Key stakeholder engagement outcomes

The face-to-face meetings held with key stakeholders (State Government, other councils and the waste industry representatives) identified areas where the draft Strategy could align with and support their strategic and operational goals and programs. Feedback received during these discussions was incorporated into the Draft Strategy.

Recommendations

The major themes and summaries of each survey response and submissions that are included in this report should be noted.

APPENDICES

Appendix 1: Participate Melbourne survey questions

1. What is your connection to Melbourne? (Answer options: I live here, I own a property here, I work here, I own or manage a business here, I visit the City of Melbourne, I manage a building, I am representing a group, Other)
2. Do you currently use City of Melbourne's waste and/or recycling services?
3. Are there other services that the City of Melbourne should be providing?
4. If you recycle now, which items do you recycle?
5. Which items do you send to landfill that you wish could be recycled?
6. What would make it easier for you to recycle or reduce your waste?
7. How can we improve the management of waste and recycling in the City of Melbourne?
8. Do you have any ideas for further reducing waste?

Appendix 2: Community engagement flier

WASTE AND RESOURCE RECOVERY STRATEGY 2030

Share your feedback and ideas for this new strategy

The City of Melbourne is preparing a Waste and Resource Recovery Strategy that will include actions to improve recycling and reduce the amount of waste.

The Strategy will identify our vision, set reduction targets, and includes a four year implementation plan.

It will take account of waste generated by residents, businesses, construction and demolition activities, and through our own operations.

We currently provide a wide range of waste services, yet know that our city is growing and evolving. Your input will help us not only keep these services relevant, but will help us to identify gaps and develop innovative new ideas and programs.

For more information, and to provide your feedback and ideas, please visit participate.melbourne.vic.gov.au/waste-resource-strategy



For more information, contact City of Melbourne on 9658 9658 or participate.melbourne.vic.gov.au/waste-resource-strategy



Appendix 3: Feedback summaries: online survey responses

The online survey responses are listed in the order in which they were received. The feedback received from respondents has been summarised in the comment précis. The response column indicates how this feedback has been referenced in the Draft Strategy. Where the response to feedback is the same for multiple respondents, a reference is made to the previous response.

No.	Respondent type	Comment précis	Response
Email submissions			
E1	Kensington Community Network	E1.1 The submission provided a proposal for a Repair, Reuse and Recycle Hub for Kensington. The proposed Hub would be a location that offers a workplace for people and teaches repair skills to enable reuse of textile items, furniture/timber items, electronic and electrical items and bicycles. Financial support is initially being sought to prepare a more detailed business plan. Support is also requested to provide the land and assist with funding the construction of the Hub.	Thank-you. This proposal has been acknowledged in the Draft, which also includes an avenue for community initiatives to be supported through a funding program.
E2	Community group – Transition Town Kensington	E2.1 The group has developed an action plan for organic waste. This includes: <ul style="list-style-type: none"> • compost set-up service • school facilitation campaign • promoting and supporting street composting • establishing a pilot organic waste system for local cafes • public housing estate composting program • an incentive program for households to reduce their garbage bin size and convert existing bins into worm farms 	Thankyou. The Draft includes an avenue for community initiatives to be supported through a funding program.
		E2.2 The group supports a community initiative to establish a recycle and reuse hub in Kensington	Refer to response to E1.1
		E2.3 Reducing storm-water run-off	Outside the scope of the Draft.
E3	On-line e-waste service provider	E3.1 The submission is promoting an on-line platform for managing e-waste that is currently dormant but could be reactivated if City of Melbourne would like to adopt it on a commercial basis	Draft includes an avenue for business initiatives to be supported through a funding program.
E4	Property owner and resident	E4.1 Provide e-waste, battery and light globe recycling collection points that are easily accessible i.e. at all libraries	Draft includes an action to establish convenient drop-off locations.
		E4.2 Queen Victoria Market should be established as a world-class facility in regards to management of food and general waste and should be totally plastic bag free	Draft includes action so as Queen Vic Market maximises organic waste reduction, food rescue and recovery options.
		E4.3 Fines should be applied to landlords or managing agents who allow tenants to move out and dump	City of Melbourne already enforces illegal dumping

No.	Respondent type	Comment précis		Response
			their unwanted items	but supports sanctions against the person dumping the rubbish.
E5	Property owner and resident	E5.1	<p>High density living has challenges but there are innovations that could be explored in three areas:</p> <ul style="list-style-type: none"> apartment: e.g. in-house dehydrators either for individual apartments or shared; sharing programs building: e.g. supporting resident induction, providing educational material for notice-boards precinct/neighbourhood: turning waste into something of value, such as the 'Trashpresso' mobile recycling unit, local options for value-exchange, incorporating a focus on high-density living into existing activities such as Climathon. 	<p>The Draft includes an action to engage with high-rise and other residents. This will include consideration of the suggestions provided.</p> <p>The Draft includes a proposed Waste Minimisation Innovation Fund which could be used to support innovations such as the 'Trashpresso'.</p>
		E5.2	Engagement could be improved with the corporate sector to reduce littering of cigarette butts by workers in Docklands.	Our engagement program Cityswitch will be used as a platform to engage organisations regarding littering behaviour of staff.
E6	Individual (unspecified)	E6.1	Provide a food waste collection service	The Draft supports food waste collection and discusses options.
		E6.2	Educate the public on how much waste is generated, where the landfill is taken and how recycling is managed	CoM will review the waste education material on its website taking this feedback into account.
Online submissions				
1	Resident	1.1	Include soft plastics in kerbside recycling	The Draft includes an action to establish drop-off locations for soft plastics. This is an alternative to kerbside recycling because this item isn't able to be sorted by service provider.
		1.2	Provide education and assistance for small apartment blocks	Included in the Draft through action on engagement of residents.
		1.3	Place a recycling bin next to each public litter bin	Solar-powered compacting bins are being installed in the central city with a single-stream collection rather than separate bins. This enables a far more efficient collection process and for material to be sorted for recycling.
		1.4	Support community compost initiatives	Included in the Draft through support for

No.	Respondent type	Comment précis		Response
				community initiatives.
2	Resident	2.1	Provide easier access to chemical waste recycling	Residents have access to chemical waste recycling through the Victorian Government's Detox your Home program. CoM will review program availability.
		2.2	Include soft plastics in kerbside recycling	Refer to response to 1.1
		2.3	Provide comprehensive composting services including support for local composting initiatives <ul style="list-style-type: none"> • Compost/green bin collection available for households and apartments • Composting support for businesses • Supporting local composting initiatives 	Draft includes investigation of organic waste services and support for community initiatives.
		2.4	Provide clearer and comprehensive instructions on what is or is not recyclable	We provide instructions through our website. If there are any areas that need clarification please let us know.
		2.5	Improve signage and instruction at the Waste and Recycling centre at Dynon Road	CoM will liaise with the management of the Waste and Recycling Centre at Dynon Road to investigate site improvements.
3	Resident	3.1	Recycling drop-off options for items that cannot be recycled through the kerbside bin would be beneficial, including: ink cartridges, CDs, toiletry bottles, soft plastics, e-waste.	The Draft includes an action to establish drop-off locations for most of these items.
		3.2	Include soft plastics in kerbside recycling	Refer to response to 1.1
		3.3	Provide education and assistance for small apartment blocks	Refer to response to 1.2
4	Resident	4.1	A bin-based compost collection service from the household would make it easier to recycle/reduce waste.	The draft includes an action to undertake an assessment of a bin-based collection and other options for managing organic waste.
5	Resident	5.1	Provide a bin-based organic waste collection, especially for those in apartments or houses without space for a compost bin	Refer to response to 4.1
		5.2	Include soft plastics in kerbside recycling	Refer to response to 1.1
		5.3	Use recycled plastic in City of Melbourne capital works	Included in the Draft through action to review CoM's procurement.
6	Resident	6.1	Provide a bin-based organic waste collection service for households	Refer to response to 4.1
7	Resident	7.1	Provide a bin-based organic waste collection for households including a small container for food	Refer to response to 4.1

No.	Respondent type	Comment précis		Response
		7.2	Include soft plastics in kerbside recycling	Refer to response to 1.1
		7.3	Improve Waste and Recycling Centre at Dynon Road by separating garbage trucks and household users	Refer to 2.5
8	Worker	8.1	Provide options for disposing of organic waste such as community hubs across the city without the need to access a car	Refer to response to 4.1
		8.2	Establish drop-off points across the city for items that cannot be recycled through the kerbside bin including e-waste	Refer to response to 3.1
		8.3	Look to other countries (e.g. South Korea) for technologies to capture food waste	Other countries' systems will be considered when assessing options for managing organic waste.
		8.4	Provide more funding for viral, inspiring education that is fun and engaging	Potentially able to be funded through the proposed Waste Minimisation Innovation Fund.
9	Worker	9.1	Provide organic waste collection	Refer to response to 4.1
		9.2	Provide soft plastics recycling	Refer to response to 1.1
		9.3	Provide free e-waste drop-off sites	Refer to response to 3.1
		9.4	Further ideas to reduce waste include: <ul style="list-style-type: none"> regulate materials used in coffee cup production place a tax on single use items provide subsidies for recycled materials 	The Draft includes actions to address single-use items and improve markets for recycled materials.
10	Resident	10.1	Community composting bins would make it easier to recycle/reduce waste	Refer to response to 4.1
		10.2	Improve Waste and Recycling Centre at Dynon Road by ensuring consistency in charging by different personnel	Any inconsistencies in charging can be reported to City of Melbourne by calling 9658 9658.
		10.3	Charging businesses for recycling of advertising material could assist in reducing waste.	Noted, concerned that this would be difficult to administer and not supported by the business sector.
11	Worker	11.1	Provide soft plastic recycling bins for commercial buildings	Not included in the Draft but businesses and workers could use the drop-off locations that have been proposed in the Draft.
12	Worker	12.1	Litter bins need to be emptied more frequently, especially near event locations such as Etihad	Issue reported to our waste contractor. Please help us by reporting overflowing litter bins to City of Melbourne by calling 9658 9658.

No.	Respondent type	Comment précis		Response
		12.2	More recycling bins should be placed around the city	Refer to response to 1.3
13	Resident	13.1	Provide green waste or composting collection	Refer to response to 4.1
		13.2	Include soft plastics in kerbside recycling	Refer response to 1.1
14	Resident	14.1	Expand the range of items collected in kerbside recycling	The range of items collected at kerbside recycling will be expanded in future subject to the resolution of the current challenges in global and local recycling systems.
		14.2	Provide composting collection for apartment buildings	Refer to response to 4.1
		14.3	In Sweden, old waste disposal chutes are sealed to encourage recycling	Feedback noted
15	Resident	15.1	No suggestions made	N/A
16	Resident	16.1	Include soft plastics in kerbside recycling	Refer to response to 1.1
		16.2	Provide mulch to the community from council's tree maintenance operations	Not referenced in Draft. This feedback will be provided to the parks services team for consideration.
		16.3	Increase advertising of what is recyclable	Refer to response for 8.4
17	Worker	17.1	No feedback provided	N/A
18	Resident	18.1	Provide a bin-based organic waste collection or drop-off composting locations	Refer to response to 4.1
19	Resident	19.1	Expand the range of items collected in kerbside recycling	Refer to response to 14.1
		19.2	Adopt a purchasing policy for recycled content materials and goods	Included in the Draft through action to review CoM's procurement.
20	Resident	20.1	Drop-off composting locations would make it easier to reduce waste	Refer to response to 4.1
		20.2	An advertising campaign is needed to raise awareness of items that can be recycled	Refer to response for 8.4
21	Resident	21.1	Provide drop-off composting locations	Refer to response to 4.1
		21.2	Provide drop-off recycling locations for polystyrene	Refer to response to 3.1
		21.3	More recycling bins are needed on St Kilda Road	City of Melbourne has consolidated the number of litter and public place recycling bins as part of the roll-out of solar-powered compacting bins. This location will be considered for future extensions of the solar bin program.
		21.4	More water-bottle refill stations could reduce	Actions to reduce single-

No.	Respondent type	Comment précis		Response
			plastic bottle use	use plastics have been included in the Draft.
22	Resident	22.1	Provide soft-plastic recycling	Refer to response to 1.1
		22.2	Provide a bin-based organic waste collection	Refer to response to 4.1
		22.3	Regulations to reduce use of food packaging, plastic containers, cutlery and straws could reduce waste	Included in Draft through actions to reduce single-use items.
		22.4	Smaller grocery shops often have over-packaged products	Feedback noted
23	Resident	22.1	Provide a bin-based organic (food and garden) waste collection	Refer to response to 4.1
		22.2	Supports a container deposit scheme	Draft includes an action to assess container deposit scheme benefits.
		22.3	Waste could be reduced through education on where waste and recycling is going and how much is recycled each day	Refer to response to 8.4
24	Visitor	24.1	Encourage alternatives to disposable products, e.g. coffee cups, straws, any polystyrene products, plastic soy sauce 'fish', plastic water bottles	Refer to response to 22.3
		24.2	Promote businesses that reduce disposable products by providing signage to acknowledge their efforts	Refer to response to 22.3
25	Resident	25.1	Provide a bin-based organic (food and garden) waste collection	Refer to response to 4.1
		25.2	Provide twice-yearly kerbside collections of e-waste and hard waste	The Draft includes actions to improve recovery of e-waste. Hard waste collections are available twice annually.
		25.3	More bulk food shops would make it easier to reduce waste	The Draft includes actions to support business and community initiatives to reduce waste.
26	Visitor	26.1	Clear labelling and consistency of kerbside recycling bin contents and bin colours across all Councils would make it easier to recycle	Referenced in the Draft through an action seeking this consistency of presentation across Councils
		26.2	Drop-off composting locations should at least be trialled	Refer to response to 4.1
27	Property owner	27.1	Provide a bin-based food waste collection from central city and supermarkets	The Draft includes an action to collaborate with supermarkets and food businesses on food waste recovery.
		27.2	Less packaging on products and making more bulk food available would make it easier to reduce waste	Referenced in the draft through an action for advocacy for more extended producer

No.	Respondent type	Comment précis		Response
				responsibility to encourage manufacturers, shops and businesses to improve packaging design and labelling. Refer to response to 25.3 re: bulk food stores.
		27.3	More clarity on what can be recycled and how it is sorted would improve waste management	Refer to response to 8.4
		27.4	Regulations for using reusable coffee cups would reduce waste	Refer to response to 22.3
		27.5	Supports a container deposit scheme	Refer to response for 22.2
28	Resident		No specific suggestions	N/A
29	Resident	29.1	Provide a bin-based organic (food and garden) waste collection	Refer to response to 4.1
		29.2	Provide e-waste drop-off sites	Refer to response to 3.1
		29.3	Lockable bins should be provided to stop over-filling	Residents are allowed to lock bins providing they are unlocked on collection day. Overflowing bins can be reported to our customer service centre.
		29.4	City of Melbourne should provide a solution to take-away coffee cups	Refer to response to 22.3
		29.5	Supports a ban on plastic shopping bags	Referenced in the Draft through an action to support the Victorian State Government's ban on plastic bags.
		29.6	Supports a container deposit scheme	Refer to response for 22.2
30	Resident	30.1	Provide a bin-based green waste collection	Referenced in the draft through an action to assess the costs and benefits of a bin-based organic collection
31	Resident	31.1	Provide a bin-based green waste collection	Refer to response to 30.1
		31.2	Supports action or ban on plastics and other pollutants	Refer to response to 22.3
		31.3	More enforcement and higher fines are needed for littering including cigarette butts and those who do not clean up after their dog	Feedback noted and passed to our compliance staff.
32	Resident	32.1	Provide a bin-based organic waste collection	Refer to response to 4.1
		32.2	Support high rise buildings to increase recycling	Refer to response to 1.2
33	Property owner	33.1	Provide a bin-based green waste collection	Refer to response to 30.1
34	Resident	34.1	Drop-off composting locations should be provided and apartments provided with worm farms	Refer to response to 4.1
		34.2	Subsidies for sustainable products should be provided. Other councils have a better discount	Refer to response to 4.1

No.	Respondent type	Comment précis		Response
			through the Compost Revolution	
		34.3	Classes and workshops should be provided	Refer to response to 8.4
35	Resident	35.1	Provide drop-off recycling locations for e-waste and batteries in the central city and advertise these well	Refer to response to 3.1
		35.2	Recycling locations must be convenient and free – must be located within apartment buildings as people will not carry material elsewhere	Feedback noted. Not referenced in the Draft, which seeks to establish drop-off locations for recyclables. Residents may advocate for individual apartment facilities.
36	Resident	36.1	Provide a bin-based organic waste collection	Refer to response to 4.1
		36.2	Include soft plastics in kerbside recycling	Refer to response to 1.1
37	Resident	37.1	Less unnecessary plastic packaging would assist in reducing waste	Refer to response to 27.2
38	Resident	38.1	Material should be processed in an advanced waste treatment plant rather than sent to landfill	Referenced in the Draft through Priority 1
		38.2	Clearly labelled recycling waste and a comprehensive education strategy will help to reduce and recycle waste	Refer to response to 8.4
		38.3	Information on the destructive aspects of cheap fashion and schools education will improve waste and recycling	Refer to response to 8.4
39	Property owner	39.1	Expand the range of items collected in kerbside recycling	Refer to response to 14.1
		39.2	Provide incentives for businesses to reduce packaging and plastic bags	Refer to response to 22.3
40	Resident	40.1	Drop-off composting locations should be provided	Refer to response to 4.1
		40.2	Greater availability of products with less packaging and incentives to use reusable takeaway containers (not just coffee cups) would make it easier to reduce waste	Refer to response to 22.3
41	Resident	41.1	Drop-off composting locations in public spaces and free provision of compost bins and worm farms at home	Refer to response to 4.1
		41.2	Provide convenient drop-off locations for plastic bags and other waste including e-waste, corks, batteries	Refer to response to 3.1
		41.3	Support community groups through grants	Refer to response to 1.4
42	Resident	42.1	More rubbish bins are needed in Royal Park	Feedback noted and passed to our park services staff to review.
43	Resident	43.1	Include soft plastics in kerbside recycling	Refer to response to 1.1
		43.2	Supports a container deposit scheme	Refer to response for 22.2
		43.3	Clothing recycling would assist with reducing waste	Referenced in the draft through action to increase clothing recovery through

No.	Respondent type	Comment précis		Response
				drop-off locations.
44	Owners Corporation Chairperson	44.1	Hard waste collection and removal timing should be more flexible	It is difficult for our contractor to specify a time because they are collecting from many properties each day. However we will discuss the issue with our contractor.
		44.2	Work with Owners Corporations to get the best outcomes for owners and ratepayers	Not referenced directly but noted for future engagement
45	Resident	45.1	Provide annual e-waste and battery collections	The Draft includes actions to support residents to comply with the e-waste ban.
		45.2	Provide convenient drop-off locations for plastic bags and batteries	Refer to response to 3.1
		45.3	A reward scheme for producers and retailers who use recyclable packaging could help to reduce waste	Not referenced in the Draft
46	Property owner	46.1	Provide a bin-based organic waste collection for apartments and houses	Refer to response to 4.1
		46.2	Include soft plastics in kerbside recycling	Refer to response to 1.1
47	Resident	47.1	Provide a bin-based organic waste collection for residents	Refer to response to 4.1
		47.2	Provide compost bins for restaurants and bakeries. Incentives and easy methods for all hospitality businesses across the city to recycle and compost their waste would reduce waste.	Supported in the Draft through actions on commercial organic waste.
		47.3	Convenient drop-off bins for items that cannot be recycled through the kerbside bin would make it easier to recycle	Refer to response to 3.1
		47.4	A user-friendly website or app that can be searched to find out where and how to recycle everything would make it easier to recycle	Not referenced directly but the Draft but education materials are reviewed on a regular basis.
48	Resident	48.1	Provide a bin-based organic waste collection for residents	Refer to response to 4.1
		48.2	Provide more frequent e-waste collection	Refer to response to 45.1
		48.3	More compacting public garbage bins and cigarette butt bins in parks and near bus or tram stops should be provided	Placement of bins can be requested for a specific location by calling 9658 9658.
49	Resident	49.1	Drop-off bins for soft plastics	Action included in the Draft
		49.2	E-waste and battery recycling at City Library	Refer to response to 45.1
50	Resident		No suggestions provided	N/A
51	Resident	51.1	Drop-off bins for soft plastics	Action included in the Draft

No.	Respondent type	Comment précis		Response
		51.2	E-waste and battery recycling at City Library	Refer to response to 45.1
		51.3	Mandate businesses to stop using single-use coffee cups	Not referenced directly in the Draft but actions on single-use items are included.
		51.4	City of Melbourne policies should support zero-waste business operations	Refer to response to 25.3
52	Resident	52.1	Provide a bin-based food waste collection	Refer to response to 4.1
		52.2	Provide drop-off bins for soft plastics	Action included in the Draft
53	Resident	53.1	Provide a some way of recovering food waste	Refer to response to 4.1
		53.2	Fully co-mingled recycling bins in apartment buildings	Feedback noted. Separate bins are provided in apartment buildings to help residents and building managers manage the large volumes (eg. cardboard boxes). Staff continue to work with apartment buildings on this issue.
		53.3	Simpler labelling for recycling bins, particularly to support non-English speaking residents	Refer to response to 8.4
54	Resident	54.1	Provide a bin-based garden waste collection	Refer to response to 4.1
		54.2	Drop-off composting locations should be provided in the central city and public places, business and institutions	Refer to response to 3.1
		54.3	Provide coffee cup recycling	Not referenced directly in the Draft but actions on single-use items are included.
		54.4	Include soft plastics in kerbside recycling	Refer to response to 1.1
		54.5	Use advertising and innovative media and school campaigns to promote recycling.	Refer to response to 8.4
55	Worker	55.1	Place a recycling bin next to each public litter bin and collect street bins more often so they do not overflow and create litter	Refer to response to 1.1
		55.2	Provide drop-off bins on the street for soft plastics recycling and collection of food waste	Refer to responses to 3.1 and 4.1
		55.3	Cleaning companies and city workplaces/ buildings could reduce waste by reducing the number of bin liners being used	Feedback noted and will be included in our engagement with businesses on waste.
		55.4	Encouraging worm farms in city buildings could reduce waste	Refer to response to 47.2
56	Resident	56.1	More street litter bins are needed in Kavanagh Street, Southbank	City of Melbourne has consolidated and reduced the number of litter and public place recycling bins as part of the roll-out of solar-powered compacting

No.	Respondent type	Comment précis		Response
				bins. This location will be considered for future extensions of the solar bin program.
		56.2	Provide a bin-based food waste collection	Refer to response to 4.1
		56.3	Finding a charity to accompany the hard waste collection truck could divert items for reuse rather than landfill	This is already underway through the current waste services contract.
57	Resident	57.1	Provide a bin-based food waste collection	Refer to response to 4.1
		57.2	Supports a container deposit scheme with 'reverse vending machines' or other means for receiving payment for collecting recyclables	Refer to response for 22.2
		57.3	Support business or community initiatives for repair, reuse and making goods from recycled materials	Refer to response to 1.4
		57.4	Businesses should be made responsible for their waste, especially single-use plastics, possibly through a charge on single-use plastics	Refer to response for 27.2
58	Resident		No feedback provided	N/A
59	Visitor	59.1	More hard waste collections, options for e-waste recycling and drop-off recycling points would all assist in reducing waste and increasing recycling	Refer to response to 3.1
		59.2	Education and workshops would reduce waste	Refer to response to 8.4
		59.3	Reusable products are a better option than recycling	Feedback noted. This is supported in the Draft which references the waste hierarchy.
60	Worker	60.1	The 'Composta' worm farm is a good small-scale option and also is a herb-farm	This product will be recommended to Compost Revolution for inclusion in their range of subsidised items.
		60.2	Provide soft-plastics recycling	Refer to response to 1.1
		60.3	More swap meets and garage sales would help to reduce waste	Referenced in the Draft through action to promote existing opportunities for reuse
		60.4	Guidelines/requirements for events would reduce waste	Referenced in the Draft through actions on events
61	Worker	61.1	Provide soft-plastics recycling	Refer to response to 1.1
		61.2	Expand the range of items collected in kerbside recycling	Refer to response to 14.1
		61.3	Educate the public through clearer labelling of bins and interactive pop-up recycling hubs	Refer to response to 8.4
62	Worker	62.1	Litterers should be fined by City of Melbourne	Refer to action 31.3
		62.2	Supports the use of the solar compactor bins as long as pedestrian space is retained	Feedback noted. The placement of compactor bins does consider

No.	Respondent type	Comment précis		Response
				pedestrian access.
63	Resident	63.1	Provide apartment buildings with on-site composting machines	Refer to response to 4.1
		63.2	More recycling bins and more education would improve waste management	Refer to response to 8.4
64	Resident	64.1	Higher profile education campaigns should be provided on all waste and recycling aspects, through events, advertising and websites	Refer to response to 8.4
		64.2	Waste could be reduced through neighbourhood swap meets and being able to leave 'free' items on the kerbside for others to take	Refer to response for 60.3
		64.3	Innovative industries should be incentivised to take more waste for recycling	Feedback noted. Referenced in the draft through support for innovative business initiatives.
		64.4	Residents should be provided with an incentive to use a worm farm or compost bin at home	Refer to response to 4.1
65	Resident	65.1	Provide a bin-based organic (garden and food) waste collection	Refer to response to 4.1
		65.2	A larger recycling bin would make it easier to recycle	Larger recycling bins are available on request
66	Resident	66.1	Provide a bin-based organic (garden and food) waste collection	Refer to response to 4.1
		66.2	Include soft plastics in kerbside recycling	Refer to response to 1.1
		66.3	Clear information on what items can be recycled and whether they need to be cleaned would make it easier to recycle	Refer to response to 8.4
		66.4	Information should be provided on cutting up plastic to make it less dangerous for animals	Refer to response to 8.4
67	Resident	67.1	Provide a bin-based garden waste collection	Refer to response to 4.1
		67.2	Bins from Parkville Gardens estate apartment buildings can create litter when over-filled	Over-flowing bins and litter issues can be reported by calling 9658 9658.
68	Visitor	68.1	Public place recycling bins should be provided inside and outside at Southgate and across the central city	Refer to response to 1.1
69	Group submission	69.1	Large scale provision of a full suite of waste segregation services should be provided	Not referenced directly in the Draft but it does include actions to address organics and other recyclable materials.
		69.2	More soft plastic recycling drop-off locations should be provided.	Refer to response to 1.1
		69.3	City of Melbourne greening strategies should be expanded to combat air pollution	Outside the strategy scope
		69.4	Electric car concessions should be provided	Outside the strategy scope
			The following would make it easier to recycle:	

No.	Respondent type	Comment précis		Response
		69.5	A dedicated soft-plastics recycling collection	Refer to response to 1.1
		69.6	Dedicated coffee cup recycling bins	Refer to response to 54.3
		69.7	Material that can be downloaded and used for education	Our website has recently been upgraded to include downloadable educational materials.
		69.8	Drop-off points for polystyrene	Refer to response to 3.1
		Waste and recycling management could be improved in the City of Melbourne by:		
		69.9	Mandated minimum recycling content in contracts	Referenced in Draft through action to review CoM's procurement.
		69.10	Communal services e.g. facilitate apartment dwellers to participate in soft plastic collections or community organics/composting	Refer to response to 3.1
		Further ideas to reduce waste are:		
		69.11	Provide feedback on end results of recycling	Refer to response to 8.4
		69.12	Incentivise retailer participation in Responsible Cafes	Not referenced directly in draft but actions are included on single-use items.
		69.13	Supports a ban on plastic bags	Referenced in the Draft through action to support the Victorian State Government's ban on plastic bags.
		69.14	Increase composting by subsidising organics diversion and expanding industrial composting access	Potentially able to be funded through the proposed Waste Minimisation Innovation Fund.
		69.15	Encourage reusable take-away containers	Refer to response to 22.3
70	Resident		No feedback provided	N/A
71	Resident		No feedback provided	N/A
72	Resident	72.1	Recycling should be provided to all properties	All rateable properties are entitled to a recycling collection.
73	Resident	73.1	Provide an organic waste collection	Refer to response to 4.1
		73.2	Impose strong penalties for incorrect recycling	Not referenced in the Draft. An action to engage residents to improve recycling is included rather than an enforcement approach.
		73.3	Reducing plastic packaging in retailers and on products could assist in reducing waste	Feedback noted. The Draft includes an action to advocate for more extended producer responsibility.

No.	Respondent type	Comment précis		Response
		73.4	Supports a ban on plastic shopping bags	Refer to response to 69.13
74	Visitor	74.1	Provide more bins for cigarette butt disposal	Requests for cigarette butt bins to be installed in specific locations can be made by calling 9658 9658
		74.2	Stronger enforcement of anti-littering laws	Outside the scope of the Draft
75	Resident	75.1	Provide a bin-based organic (food) waste collection	Refer to response to 4.1
76	Resident	76.1	Provide an outlet for the compost and fluid generated by household worm farms and other organic waste	Not referenced directly in the Draft but the if the Kensington Composting Hub or future similar locations could provide this outlet.
		76.2	Provide a kerbside collection of excess goods for charity/donation	Not directly referenced in the Draft but actions to increase reuse options have been included.
		76.3	Providing larger or multiple recycling bins could improve waste management	Larger recycling bins are already available.
		76.4	Food waste avoidance would further reduce waste	Included in the Draft through an action to promote waste avoidance.
77	Resident	77.1	Provide a small recycling bin	Smaller recycling bins are already available on request
78	Property owner	78.1	Consider community composting and worm farming initiatives	Refer to response to 1.4
		78.2	Include soft plastics in kerbside recycling	Refer to response to 1.1
		78.3	Providing smaller garbage bins or charging more for larger bins could encourage waste reduction	Differential charging is not referenced in the Draft due to the large proportion of residents who share their bins. This makes individual charging difficult.
		78.4	The Compost Revolution program should be promoted more widely	Noted.
		78.5	Drop-off recycling locations in each suburb for items like large pieces of cardboard, batteries and polystyrene would be useful.	Refer to response to 3.1
79	Resident	79.1	Provide a bin-based food waste service and on-site processing (compost) for large buildings	Refer to response to 4.1
80	Resident	80.1	Include soft plastics in kerbside recycling	Refer to response to 1.1
		80.2	Provide more convenient and more frequent e-waste collections	Refer to response to 45.1
		80.3	Allow residents to take items from the e-waste collections for reuse	This is not possible due to concerns regarding privacy

No.	Respondent type	Comment précis		Response
		80.4	More or better reuse sites (like Zilch) would make it easier to reduce waste	Noted. Potentially able to be funded through the proposed Waste Minimisation Innovation Fund.
		80.5	Litter bins should either be paired with recycling bins or the material should be sorted for recycling	Refer to response to 1.3
		80.6	Improving labelling of recyclability on packaging material would assist to reduce waste	Refer to response for 27.2
81	Resident	81.1	Provide a bin-based food waste collection	Refer to response to 4.1
		81.2	Enforcing recycling at apartment buildings, offices, retail and other businesses would help to reduce waste	Refer to response to 73.2
82	Resident	82.1	Provide a bin-based garden waste collection	Refer to response to 4.1
		82.2	Community composting locations would make it easier to reduce waste	Refer to response to 4.1
		82.3	Provide reliable drop-off points for soft plastic recycling	Refer to response to 3.1
83	Resident	83.1	Provide different forms of composting that are easily accessible	Refer to response to 4.1
		83.2	Provide more e-waste drop-off locations that are accessible without a car	Refer to response to 3.1
		83.3	Incentivising or requiring (through regulation) shops and businesses to reduce or eliminate plastic packaging would assist in reducing waste	Refer to response for 27.2
		83.4	More education on recycling, including that recycling is only part of the solution and waste should be avoided if possible would improve waste management	Refer to response to 8.4
84	Resident	84.1	Provide composting services	Refer to response to 4.1
		84.2	Less packaging on products would assist to reduce waste	Refer to response for 27.2
		84.3	The bin inspection program tags that are plastic and can't be recycled in the household recycling bin should be made from stiff paper instead	Cardboard tags would not be durable enough for this program.
85	Resident	85.1	Compost sharing schemes would make it easier to reduce waste	Refer to response to 4.1
		85.2	Extending advertising and liaising with primary schools could improve waste management	Refer to response to 8.4
		85.3	Supports a container deposit scheme	Refer to response for 22.2
		85.4	Supports extended producer responsibility for manufacturers to have responsibility for their own packaging	Refer to response for 27.2
		85.5	Discounts for households or businesses for producing less waste could reduce waste	Refer to response 78.3
86	Resident	86.1	Community composting bins should be provided	Refer to response 4.1
		86.2	Educate all residents and support them to reduce waste, compost their food waste and recycle	Refer to response to 8.4

No.	Respondent type	Comment précis		Response
			correctly	
		86.3	Collection truck drivers should leave a notice for residents with over-filled bins and the bin should not be collected if over-filled in the following week	Over-flowing bins can be reported by calling 9658 9658.
87	Resident	87.1	Separate bins should be provided for different types of recyclable materials: glass, paper, metal, plastics	Not referenced in the Draft. Future changes to the kerbside recycling system will reflect the processes in place by recycling companies.
		87.2	Community composting bins should be provided	Refer to response to 4.1
88	Worker	88.1	Staff at City of Melbourne and in other organisations should be encouraged to take home shredded paper for use as garden mulch	Not directly referenced in the Draft but a review of waste practices in City of Melbourne operations is been included.
		88.2	Providing residents with user-friendly compost bins would help to reduce waste	Refer to response to 4.1
89	Resident	89.1	Provide hard waste collections twice yearly	Hard waste collections are available twice annually: once as part of the annual Spring Clean promotion in Oct-Dec and at one other time on request.
		89.2	More instructional education for apartment residents would make it easier to recycle	Refer to response to 8.4
		89.3	Demonstrating the benefits and outcome of recycling could help to reduce waste	Refer to response to 8.4
90	Resident	90.1	Include soft plastics in kerbside recycling or provide drop-off locations	Refer to response to 1.1
		90.2	Provide coffee-cup recycling bins in retail areas and central city streets	Refer to response to 54.3
91	Resident	91.1	Supports a deposit on disposable coffee cups	Refer to response to 22.2
		91.2	Provided details of a local reusable cup product	Noted
92	Resident	92.1	Supports a waste-to-energy facility for residual waste	Refer to response to 38.1
		92.2	Improved labelling of bins and a comprehensive and long-term education campaign would make it easier to recycle	Refer to response to 8.4
		92.3	Waste management could be improved through less consumption, more information on the destructive aspects of cheap fashion, educating in schools and employing people to care for the local environment	Refer to response to 8.4
		92.4	Supports business responsibility for their own waste	Refer to response for 27.2
93	Resident	93.1	Provide a polystyrene recycling option	Refer to response to 3.1
		93.2	A sticker on the household recycling bin would make it easier to recycle	Refer to response to 8.4

No.	Respondent type	Comment précis		Response
		93.3	Providing a drop-off facility similar to Port Phillip Resource Recovery Centre would improve waste management	The Draft includes an action to establish drop-off locations.
		93.4	Television advertisements to promote recycling may assist to reduce waste	Television advertising costs would be beyond the City of Melbourne's budget for waste education.
94	Resident	94.1	Supports businesses and developers to take responsibility for their own waste	Refer to response for 27.2
95	Resident	95.1	Providing a monthly reuse collection service and more drop-off collection points for clothes, shoes, books, e-waste	A monthly collection is not referenced in the Draft but drop-off locations are included.
		95.2	Provide a service for sharing tools and services	Refer to response for 80.4
		95.3	Include soft plastics and e-waste in kerbside recycling or provide drop-off locations	Refer to response to 3.1
		95.4	Supports investigating a bin-based organic (food and garden) waste collection	Refer to response to 3.1
96	Worker	96.1	Provide communal composting stations for apartment residents to drop-off food waste	Refer to response to 3.1
		96.2	Supports container deposit scheme	Refer to response for 22.2
		96.3	Supports charging by amount of waste produced	Refer to response 78.3
		96.4	More public place recycling bins would make it easier to recycle	Refer to response to 1.3
		96.5	Supports a ban on plastic straws	Not referenced directly in the Draft but actions on single-use items are included.
		96.6	Supports a levy on single-use coffee cups	Referenced in the Draft through assessment of benefits of a container deposit scheme that covers a wide range of packaging items including takeaway coffee cups.
97	Resident	97.1	Provide composting services including high-rise and community-based composting	Refer to response to 4.1
		97.2	Improving the lay-out and signage at Citywide's Waste and Recycling Centre on Dynon Road would make it easier to recycle	Refer to 2.5
		97.3	Clearer information on exactly what can and can't be recycled would make it easier to recycle	Refer to response to 8.4
		97.4	Look at international examples to improve waste management	A review of international programs was undertaken as part of the Draft development.
		97.5	Support community initiatives to reduce waste	Refer to response to 1.4
		97.6	Supports extended producer responsibility for manufacturers and retailers to minimise and reduce plastic packaging	Refer to response for 27.2

No.	Respondent type	Comment précis		Response
98	Visitor	98.1	Provide recycling options for small e-waste items	Refer to response to 45.1
		98.2	More options for purchasing unpackaged grocery items would make it easier to reduce waste	Refer to response to 25.3
		98.3	Supports a ban on single-use coffee cups and plastic takeaway containers	Partially referenced in the Draft through actions on single-use items
99	Building manager	99.1	Dedicated coffee cup collection points would reduce waste	Refer to response to 54.3
		99.2	More education for businesses, workers and visitors would improve waste management	Refer to response to 8.4
100	Resident	100.1	Provide compost services	Refer to response to 4.1
		100.2	More education would improve waste management	Refer to response to 8.4
101	Resident	101.1	Supports provision of soft plastics recycling bins for apartment buildings	Refer to response to 1.1
		101.2	Supports provision of organic recycling bins for apartment buildings	Refer to response to 4.1
		101.3	Employing community members as recycling champions or supporting community organisations to educate the community would improve waste management	Employing community members as recycling champions is not referenced in the Draft but support for community initiatives which could include organisations is included.
		101.4	Supports a ban on plastic bags	Refer to response to 69.13
		101.5	Events could reduce waste	Refer to response to 60.4
102	Worker	102.1	Provide a bin-based garden organics collection	Refer to response to 4.1
		102.2	Provide soft-plastic recycling	Refer to response to 3.1
		102.3	More specific information and better labelling to identify which plastics can be recycled would make it easier to recycle	Refer to response to 8.4
103	Resident	103.1	Provide a bin-based organics (food and garden) waste collection service	Refer to response to 4.1
		103.2	Include soft plastics in kerbside recycling	Refer to response to 1.1
		103.3	Compactors in high rise apartments and commercial buildings and separate waste streams for each recycling stream would improve waste management	Not referenced directly in the Draft but compactors are already required in new developments over a certain size.
		103.4	Waste-to-energy hubs would reduce waste	Refer to response to 38.1
104	Resident	104.1	Include soft plastics and polystyrene in kerbside recycling or provide drop-off locations	Refer to response to 3.1
		104.2	Improve e-waste collection service	Refer to response to 45.1
		104.3	Provide options for food waste composting	Refer to response to 4.1
		104.4	Separate waste streams for each recycling stream could improve recycling	Refer to response to 87.1

No.	Respondent type	Comment précis		Response
		104.5	Supports a ban on plastic bags	Refer to response to 69.13
		104.6	Supports a levy/tax on take-away containers	Refer to response to 22.3
		104.7	Encouraging businesses or groups that reduce waste through bulk sale of items without packaging could reduce waste	Refer to response to 25.3
105	Visitor	105.1	Supports a container deposit scheme with reverse vending machines	Refer to response for 22.2
		105.2	Supports the use of incentives for businesses to reduce waste and provide goods with less packaging	Refer to response for 27.2
		105.3	More education on what can and can't be recycled and clearer public bins would improve waste management	Refer to response to 8.4
		105.4	Government-funded companies that provide reusable cups and plates for events could reduce waste	Refer to response to 60.4
106	Resident	106.1	Provide a compost bin for food waste	Refer to response to 4.1
107	Resident	107.1	Include soft plastics in kerbside recycling	Refer to response to 1.1
		107.2	Supports enforcement and penalties for residents who do not recycle or recycle incorrectly	Refer to response to 73.2
		107.3	Supports a ban on single-use plastics	Refer to response to 22.3
		107.4	More plastic-free options and reduced packaging would help to reduce waste	Refer to response for 27.2
108	Resident	108.1	Provide a bin-based organic waste collection service for apartments	Refer to response to 4.1
		108.2	Improve e-waste collection services	Refer to response to 45.1
		108.3	Provide education, particularly for international students	Refer to response to 8.4
109	Resident	109.1	Include soft plastics in kerbside recycling	Refer to response to 1.1
		109.2	Composting systems and a solution for large apartment buildings to manage their food waste on-site would reduce waste	Refer to response to 4.1
		109.3	Workshops to have items repaired should be provided	Referenced in the Draft through actions to support repair and reuse.
110	Worker	110.1	Street litter bins need to be emptied more often especially after events	Over-flowing bins can be reported by calling 9658 9658. The new solar compacting litter bins in the central city should reduce the incidence of overflowing bins.
		110.2	Supports stronger enforcement and penalties for littering	Refer to action 31.3
111	Resident	111.1	Include soft plastics in kerbside recycling	Refer to response to 1.1
		111.2	Provide a bin-based organic (food and garden) waste collection	Refer to response to 4.1

No.	Respondent type	Comment précis	Response
		111.3 Provide better education on what can and can't be recycled and feedback to residents on the positive impact	Refer to response to 8.4
		111.4 Supports container deposit scheme	Refer to response for 22.2
		111.5 Concerned that a ten-year plan may become out-dated quickly	Noted. The Strategy will be reviewed and a new action plan developed each four years.
112	Resident	112.1 Provide a bin-based organic (food and garden) waste collection or home compost/worm farm and information on how to use it	Refer to response to 4.1
		112.2 Better education on what can and can't be recycled and the outcomes (where and how they are recycled) would make it easier to recycle	Refer to response to 8.4
113	Resident	113.1 Provide a bin-based organic (food and garden) waste collection	Refer to response to 4.1
		113.2 Consistency between councils on recycling procedures would make it easier to recycling	Not referenced directly in the draft but actions to work with other councils to improve recycling is included.
		113.3 Better labelling on packaging to identify how it should be recycled would make this easier	Refer to response for 27.2
114	Worker	114.1 Releasing more council waste collection data would improve waste management	Referenced in the Draft through an action to release waste collection data
115	Resident	115.1 Provide soft-plastics recycling	Refer to response to 1.1
		115.2 Compost bins would make it easier to reduce waste	Refer to response to 4.1
		115.3 Education, especially focused on waste reduction, would be beneficial	Refer to response to 8.4
		115.4 Supports extended producer responsibility: laws and policies for corporations to use less plastic	Refer to response for 27.2
116	Resident	116.1 Disappointed that the green-waste collection trial was not continued and extended	Noted. The trial was not continued due to the low take-up rate. Future organic waste options are being investigated through the Draft.
		116.2 Provide a bin-based garden waste collection at least fortnightly	Refer to response to 4.1
		116.3 Extending food waste collections could improve waste management	Refer to response to 4.1
		116.4 Six-monthly collection of small and large e-waste items would make it easier to recycle	Refer to response to 45.1
		116.5 Supports a ban on plastic shopping bag	Refer to response to 69.13
		116.6 Supports more education on the impact on oceans and birds	Refer to response to 8.4

No.	Respondent type	Comment précis		Response
117	Resident	117.1	Include soft plastics in kerbside recycling	Refer to response to 1.1
		117.2	Provide a bin-based garden waste collection at least monthly	Refer to response to 4.1
		117.3	Support local recycling (within Australia)	Referenced in the Draft through review of CoM procurement.
		117.4	Encouraging individuals to reduce waste and working with businesses to find alternatives to plastic bags would reduce waste	Refer to responses to 8.4 and 22.3
118	Resident	118.1	Supports container deposit scheme	Refer to response for 22.2
		118.2	Supports extended producer responsibility for supermarkets to be responsible for packaging	Refer to response for 27.2
		118.3	A food-waste recycling system like South Korea would improve waste management	Refer to response to 4.1
		118.4	Promoting the benefits and outcomes of recycling could help as many Melburnians are cynical about recycling	Refer to response to 8.4
119	Resident	119.1	Provide a bin-based organic (food and garden) waste collection	Refer to response to 4.1
		119.2	Provide drop-off recycling hubs for soft-plastics and other	Refer to response to 1.1
		119.3	Supports a ban on plastic bags in the central city	Refer to response to 69.13
		119.4	Providing more education to residents and repeating the bin inspection program could improve recycling	Refer to response to 8.4
120	Resident	120.1	Provide direct collections of items that cannot be recycled in the kerbside bin (batteries, printer cartridges, e-waste, light globes, scrap metal) so that people without a car can recycle them	Not referenced directly but establishing drop-off locations that are accessible without a car is included in the Draft.
		120.2	More education and bin audits with warnings or potentially penalties for those who don't recycle	Refer to response to 73.2
		120.3	Supports methods to reduce single-use items such as incentives for reusable coffee cups, water-bottle reuse stations in parks and banning of all plastic bags	Referenced through actions in the Draft
121	Resident	121.1	Provide a bin-based garden waste collection with mulch able to be purchased back by residents	Refer to response to 4.1
		121.2	Provide more public litter bins	Requests for litter bins to be installed in specific locations can be made by calling 9658 9658
		121.3	Rebates for reducing general waste could help to reduce waste	Refer to response 78.3
		121.4	Hard waste collections should be available twice a year	Hard waste collections are available twice annually: once as part of the annual Spring Clean promotion in Oct-Dec and at one other time on request.

No.	Respondent type	Comment précis		Response
122	Resident	122.1	increase the size limit for hard waste collections	The size limit is in place to allow fair and equitable collection service for all users.
		122.2	Supports a container deposit scheme	Refer to response for 22.2
123	Resident	123.1	Provide more frequent hard waste collections (especially for leased properties) (i.e. monthly)	If a hard waste collection is required please contact us on 9658 9658.
		123.2	Provide a bin-based garden waste collection	Refer to response to 4.1
		123.3	The current waste service could be improved by: washing the bins annually, replacing damaged bins, collecting bins on both sides of the street on the same day (Hawke Street). Collecting too early and on different days of the week creates noise problems.	Residents are responsible for washing their own bins as required. Please help us by reporting damaged bins by calling 9658 9658. Many apartment buildings have multiple collection days per week. Hawke Street also has multiple collection days because it falls into two collection day zones. Noise issues can be reported to City of Melbourne for investigation.
		123.4	More educational information for tenants and students and stickers on recycling bins could improve recycling	Refer to response to 8.4
124	Resident	124.1	The swipe-access compactor bins in apartment buildings would improve waste management and could be used to charge residents on a user-pays basis	Refer to response 78.3
		124.2	An e-waste recycling bin would help to recycle	Refer to response to 45.1
125	Resident	125.1	Provide a bin-based organic (food and garden) waste collection	Refer to response to 4.1
		125.2	Supporting zero-waste small businesses through promotions and grants and helping to establish zero-packaging food cooperatives could reduce waste	The Draft includes actions to support business and community initiatives to reduce waste.
		125.3	Supports reduction of single-use plastics through Boomerang Bags, reusable cups and plates	Refer to response to 22.3
		125.4	An education campaign about why recycling is important could improve waste management	Refer to response to 8.4
126	Visitor	126.1	Would like to understand the numbers on where the biggest problems are – consumer waste, food waste, industrial waste etc.	Current garbage and recycling data estimates are included in the Draft.
127	Property owner	127.1	Provide “clean-up crews” along streets	City of Melbourne has a street cleaning contract in place already. Please help us by reporting locations that need cleaning through our website or by calling 9658 9658.

No.	Respondent type	Comment précis		Response
		127.2	Provide compliance checks and fines for builders	Feedback noted. Problems with construction /demolition activities can be reported by calling 9658 9658.
128	Resident	128.1	Provide composting service	Refer to response to 4.1
		128.2	More bulk-food stores and shops allowing use of own containers could assist to reduce waste	Refer to response to 25.3
		128.3	Supports a container deposit scheme	Refer to response for 22.2
		128.4	Supports a ban on all plastic bags	Refer to response to 69.13
129	Resident	129.1	Provide a bin-based organic (food and garden) waste collection for small households without a garden	Refer to response to 4.1
		129.2	Smaller garbage bins should be provided on request	Smaller bins are available on request.
130	Resident	130.1	Provide drop-off location at Citywide's Waste and Recycling Centre on Dynon Road for paints, solvents, light globes, batteries, e-waste	Refer to response to 3.1
		130.2	Provide drop-off composting locations on council property for businesses and residents	Refer to response to 4.1
		130.3	Provide picture-based educational posters for renters and non-English speakers	Refer to response to 69.7
131	Resident	131.1	Provide more frequent garden waste collections	Refer to response to 4.1
		131.2	Improve the services at Citywide's Waste and Recycling Centre on Dynon Road	Refer to 2.5

Appendix 4: Feedback received at community and resident group meetings

The following feedback was received at the five community and resident group meetings that were attended from November 2017 to February 2018. The comments from the different groups have been summarised in the comment précis and collated to remove duplication.

Comment précis	Response
Education and engagement programs are needed to target university students (especially international students), renters and short-stay residents. University orientation days and International student welcome day are opportunities for this education.	Discussions to be held with organisers of orientation events for international students to investigate including waste management and recycling messages.
Contaminated waste from other neighbours and limited recycling options are problems for high-rise apartment residents.	The challenges associated with high-rise apartment dwellings are acknowledged in the Draft and the Draft commits to more recycling options.
Council should have a procurement policy that enables the purchase of products made from recycled materials.	A review of City of Melbourne procurement policies is included as an action in the Draft.
Dumping of hard rubbish is a major issue and should be addressed through education and enforcement/penalties. More enforcement is also needed for littering of cigarette butts.	City of Melbourne does enforce dumping and littering. These issues can be reported by contacting 9658 9568. CoM will review its website content to see if the content on this issue can be improved.
Concerns were raised about the current and future viability of the recycling industry.	Noted. These issues are addressed in the Draft.
Moonee Ponds Resource Recovery Centre was given as an example to be followed.	This example will be reviewed when we are planning our new drop-off locations.
Requested that a bin-based garden waste collection be provided.	The Draft includes actions on residential organic waste.
City of Melbourne should advocate to the State Government for extended producer responsibility and more use of taxes and subsidies.	The Draft includes advocacy to other levels of government on extended producer responsibility and bans.
International examples should be examined.	A review of international programs was undertaken as part of the Draft development.
Organic waste collections can work in apartment buildings.	The Draft includes actions on residential organic waste.
Signs should be installed on the street to say 'please put rubbish in the bins'.	Specific education methods were not specified in the Draft but this feedback will be considered for future education campaigns.
Loose cardboard collection from the central city causes problems especially when windy.	Loose cardboard collection is being phased out and will cease when the new waste services contract commences in April 2019.
More information is needed on where batteries can be recycled.	Specific education methods were not specified in the Draft but this feedback will be considered for future education campaigns.
Hard waste collections should include collection for reuse, for example by refugee support groups.	The current waste services contractor is now collecting items for reuse though not specifically by refugee groups.
Bin repairs can take a long time.	Bin repairs should be completed within a week of being reported to City of Melbourne. If repairs take longer than this please let us know so we can investigate this with our contractor.

Comment précis	Response
Support for a container deposit scheme and/or bans on single-use items.	The Draft details our support for both of these measures.
Event waste management could be improved.	The Draft includes actions to improve event waste management.
Traffic management plans for construction and demolition must consider access for bin collections to avoid overflowing bins.	Traffic management plans should allow for bin access. If specific issues are identified this feedback should be provided by calling 9658 9658.
A program to assess business' waste and help them to reduce would be beneficial.	Specific education methods were not specified in the Draft but this feedback will be considered for future education campaigns.
All bins in public spaces should be locked – including residential bins.	Residents are allowed to lock bins providing they are unlocked on collection day. Overflowing bins can be reported by calling 9658 9658.
Waste planning needs to be improved for renovations to ensure that new restaurants or other businesses have good waste management systems.	The planning process for change-of-use (e.g. a retail premises becoming a café) does not allow for waste management plans to be developed. Work is underway within City of Melbourne to address this issue.
Support for organic waste collection services or communal composting drop-off locations.	The Draft includes actions on residential organic waste.
More information could be provided to resident groups, for example on how to report rubbish dumping, upsize their recycling bin or report overflowing litter bins.	Specific education methods were not specified in the Draft but this feedback will be considered for future education campaigns.
Action on single-use items was supported.	The Draft includes actions on single-use items.
Stickers on recycling bins to advise what can or can't be recycled would be useful	Stickers are now available on request.
Smaller bins could encourage waste reduction. A rates reduction for smaller bins was suggested.	Differential charging is not referenced in the Draft due to the large proportion of residents who share their bins which makes individual charging difficult.
Grant funding for community initiatives would be beneficial.	The Draft includes actions to support community initiatives.
State government funding applications could be made in partnership with community groups where appropriate	Community groups are welcome to contact us to discuss funding opportunities.
Vacuum waste systems should be considered for individual buildings or new developments.	The current Guidelines for Waste Management Plans for New Developments allow developers to propose innovative systems like this.
Large numbers of waste companies are still operating in the central city causing problems with noise.	The Draft acknowledges the amenity impacts of waste management and seeks to reduce these impacts through a range of actions.