

The Great Wheelie Bin Survey

Whether you're on our kerbside service already or not – we want to hear from you!

Council is seeking input from the community to help shape how we manage our kerbside waste services (wheelie bin collections).

This survey includes questions about.

- **How you use our waste services;**
- **Route extensions; and**
- **Food Organics and Garden Organics (FOGO)**

If you are not already on the kerbside collection route, we would like to know if you are interested in having collections in your area or if you would prefer to continue using waste transfer stations.

We would also like to understand what you currently do with your compostable waste, and how much interest there is in the community for green Food Organics and Garden Organics (FOGO) bins.

Future route extensions and the introduction of FOGO (green bin) services will be subject to feasibility. Community interest forms a part of this, alongside other factors such as physical and financial feasibility.

* 1. Please tell us a little about yourself

Address

Town

Post Code

* 2. Which of the below options describes you within Huon Valley municipal area?

- ◯ Property owner & occupier
- ◯ Resident renting or leasing a property
- ◯ Don’t live in Huon Valley but own property

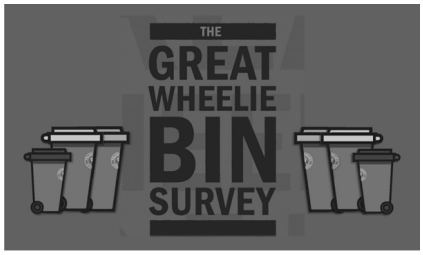
* 3. Which best describes your property? (Residential, farm, or commercial)

- ◯ Residential/urban
- ◯ Farm/Rural living
- ◯ Commercial/Business

* 4. Are you currently on Council's kerbside 2-bin (wheelie bin) collection service?



- ◯ Yes
- ◯ Yes - conditional
- ◯ No - not on kerbside collection



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Let's talk about your **Kerbside Collection**

The current charge to ratepayers for kerbside waste collection per year, per property is;

One of the following general waste bins;

- **$220 for 80L general waste bin OR**
- **$250 for 120L general waste bin OR**
- **$390 for 240L general waste bin**

AND one recycling bin

- **$139 for mixed recycling collection**

This service includes weekly general waste collection and fortnightly mixed recycling collection.

5. Are you satisfied with your current kerbside service?

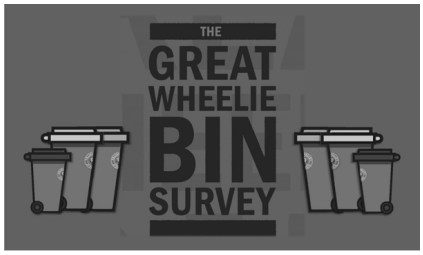
Very satisfied	Satisfied	Neither satisfied nor unsatisfied	Unsatisfied	Very unsatisfied
◯	◯	◯	◯	◯

6. How do you feel about the cost of your current kerbside service?

It’s a very good value	It’s a good value	It is quite reasonable	It’s too expensive	It’s far too expensive
◯	◯	◯	◯	◯

7. How convenient is your current kerbside service?

It’s very convenient	It is convenient	It is reasonable	It is inconvenient	It’s very inconvenient
◯	◯	◯	◯	◯



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Let's talk about **Kerbside Route Extensions**



These questions are for residents that are not currently on the kerbside collection route.

We would like to know if you want collection services in your area or if you would prefer to continue using waste transfer stations.

Future route extensions will be subject to feasibility. Community interest forms a part of this, alongside other factors such as physical and financial feasibility.

The current charge to ratepayers for kerbside waste collection per year, per property is listed below.

One of the following general waste bins.

- **$220 for 80L general waste bin OR**
- **$250 for 120L general waste bin OR**
- **$390 for 240L general waste bin**

AND one recycling bin

- **$139 for mixed recycling collection**

This service includes weekly general waste collection and fortnightly mixed recycling collection.

* 8. Would you use kerbside waste collection if it was available to you?

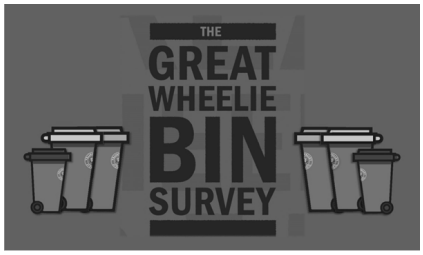
- ◯ Yes - at current prices
- ◯ Yes - I would be willing to pay more
- ◯ No

9. If you answered **YES**, please tell us the primary reason why you would like to use kerbside collection.

- ◯ More convenient than current waste disposal
- ◯ More affordable than current waste disposal
- ◯ Improves accessibility of waste disposal

10. If you answered **NO**, please tell us why?

- ◯ Too expensive for the service
- ◯ Fortnightly collection period is too long
- ◯ No need for the service (low waste producer)
- ◯ Living arrangements are unsuitable (shack owner, non-permanent resident)
- ◯ Concerned about the accessibility of the new service
- ◯ Other (please specify)



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Let's talk about your **General Waste**



Your general waste bin is either all dark green or black with a red lid and is collected weekly. Waste from these bins is sent to landfill.

11. What size general waste bin do you have currently?



- ◯ 80L (NEW - introduced in 2024)
- ◯ 120L
- ◯ 240L

12. How often do you put out your **general waste** bin for collection?

- ◯ Weekly
- ◯ Fortnightly
- ◯ Monthly
- ◯ Less often

13. On average, how full is your **general waste** bin when placed out for collection?

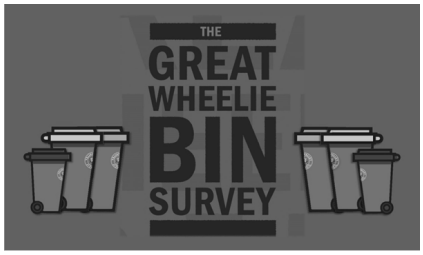
- ◯ Overfull
- ◯ Full
- ◯ 3/4 full
- ◯ 1/2 full
- ◯ 1/4 full
- ◯ Less than 1/4 full

14. General waste bin size

I would be willing to pay more for a larger general waste bin	I have no interest in changing the size of my general waste bin	I would be willing to use a smaller waste bin, but only if it cost less	I would be willing to use a smaller waste bin, regardless of cost savings
◯	◯	◯	◯

15. General waste bin collection

I would be willing to pay more for more frequent general waste collection	I have no interest in changing the frequency of my general waste collection	I would be willing to have less frequent general waste collection, but only if it cost less	I would be willing to have less frequent general waste collection, regardless of cost savings
◯	◯	◯	◯



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Let's talk about your **Mixed Recycling**



Your recycling bin has a yellow lid and is collected fortnightly. Recycling from these bins is sent to a sorting facility in Derwent Park.

16. How often do you put out your **mixed recycling** bin for collection?

- ◯ Fortnightly
- ◯ Monthly
- ◯ Less often

17. On average, how full is your **mixed recycling** bin when placed out for collection?

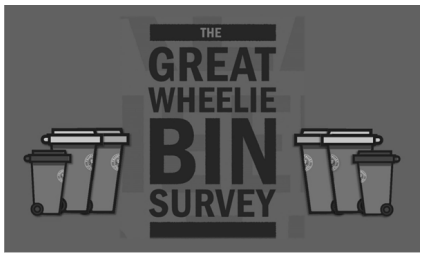
- ◯ Overfull
- ◯ Full
- ◯ 3/4 full
- ◯ 1/2 full
- ◯ 1/4 full
- ◯ Less than 1/4 full

18. Mixed recycling bin size

I would be willing to pay more for a larger mixed recycling bin	I have no interest in changing the size of my mixed recycling bin	I would be willing to use a smaller mixed recycling, but only if it cost less	I would be willing to use a smaller mixed recycling, regardless of cost savings
◯	◯	◯	◯

19. Mixed recycling bin collection

I would be willing to pay more for more frequent mixed recycling collection	I have no interest in changing the frequency of my mixed recycling collection	I would be willing to have less frequent mixed recycling collection, but only if it cost less	I would be willing to have less frequent mixed recycling collection, regardless of cost savings
◯	◯	◯	◯



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Let's talk about **Waste Transfer Stations**

The Council operate three waste transfer stations at Southbridge (Huonville), Cygnet, and Dover. Each of these sites offers disposal for general waste, a range of recycling services, and a tip shop.

20. How frequently do you visit a waste transfer station?

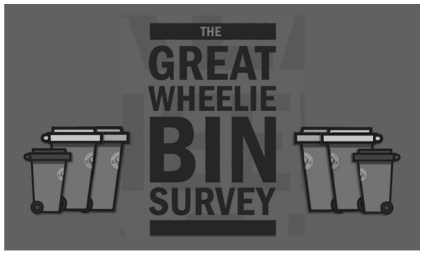
- ◯ More than once a week
- ◯ Once a week
- ◯ Once a fortnight
- ◯ Once a month
- ◯ A few times a year
- ◯ Once per year or less
- ◯ I do not use waste transfer stations

21. Which Waste Transfer Stations do you use? (check all that apply)

- ☐ Southbridge (Huonville) Waste Transfer Station
- ☐ Cygnet Waste Transfer Station
- ☐ Dover Waste Transfer Station
- ☐ Out of area waste transfer stations
- ☐ None of the above

22. Please select the items that you drop off at the transfer station (check all that apply)

- [ ] General waste (landfill)
- [ ] Garden organics
- [ ] Electronic waste (computers, cables, and batteries)
- [ ] White goods (fridges/freezers)
- [ ] Mixed recycling (comingled paper, cardboard, plastics, glass, aluminium & steel cans)
- [ ] Separated recycling (glass, cardboard, aluminium cans)
- [ ] Scrap metal
- [ ] Waste oil
- [ ] Timber or unusable furniture
- [ ] Donation/s to tip shop
- [ ] Tyres
- [ ] None of the above
- [ ] Other (please specify)



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Let's talk about your **Organic Waste**

Council is considering introducing a third wheelie bin type to collect organic waste for composting. These are known as Food Organics and Garden Organics (FOGO) bins.

As part of investigating this new service, we would like to understand how residents currently manage their organic waste."

What is Organic Waste
Organic waste includes materials that come from plant or animal sources. These materials can often be recycled through composting. Common examples are:

- **Food scraps: Fruit and vegetable peels, coffee grounds, eggshells, and leftovers.**
- **Garden waste: Grass clippings, leaves, small branches, and garden trimmings.**
- **Paper products: Used paper towels, napkins, and food-soiled paper.**

* 23. How much organic waste do you repurpose?

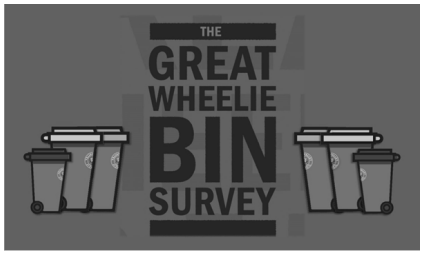
- ◯ No, I don't process my organic waste at home
- ◯ Yes, I process a **small** amount of my organic waste at home
- ◯ Yes, I process a **large** amount of my organic waste at home
- ◯ Yes, I process **all** my own organic waste at home

24. How do you repurpose your organic waste? (e.g. by composting or feeding it to animals) Tick all that apply.

- ☐ Compost bin or tumbler
- ☐ Small open compost (less than 1 cubic metre)
- ☐ Large open compost (more than 1 cubic metre)
- ☐ Worm farm
- ☐ Feed to animals (e.g. chickens)
- ☐ I do not repurpose my organic waste
- ☐ Other (please specify)

25. What do you do with any organic waste that you don’t repurpose?

- ◯ Put it all in with general waste
- ◯ Put it in the general waste, occasionally separating a trailer of garden waste to take to the transfer station
- ◯ Always keep all garden waste separate to take to a waste transfer station, and put the rest in the general waste
- ◯ Other (please specify)



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Let's talk about **Food Organics and Garden Organics - FOGO**



Council is assessing the feasibility of introducing Food Organics and Garden Organics (FOGO) bins.

We would like to understand how much interest there is in the community to use these bins. Your opinions will be considered alongside the physical and financial feasibility for the service.

What is FOGO?

Food Organics and Garden Organics (FOGO) bins are separate green bins for compostable materials. These bins can be used for garden waste and any food, including:

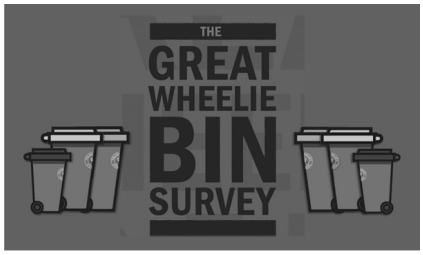
- **Weeds (even declared environmental weeds**
- **Citrus peel and onion**
- **Spoiled leftovers**
- **Animal products such as meat, bones, and dairy**
- **Plus much more!**

Why use FOGO bins?

- **Landfill costs continue to rise**
- **Great for the environment and reduces emissions**
- **Generates jobs and healthy soil**
- **Over half of the Huon's landfill waste can be composted via FOGO**

* 26. If Council introduced FOGO collection, would you use this service?

- ◯ Yes, I would use this service
- ◯ No, I would not use this service but support having it available
- ◯ No, I do not think Council should offer this service

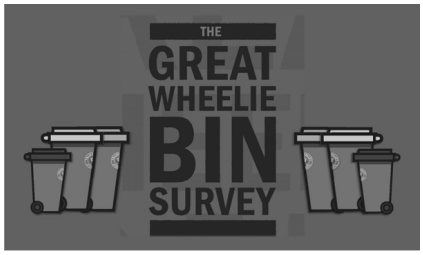


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Let's talk about why you would like **FOGO**

27. Please tell us the primary reason why you are interested in a FOGO service?

- ◯ It is more convenient than composting at home
- ◯ Environmental benefits (emissions reduction)
- ◯ I want to buy local compost
- ◯ To support the local economy
- ◯ Landfill is becoming too expensive



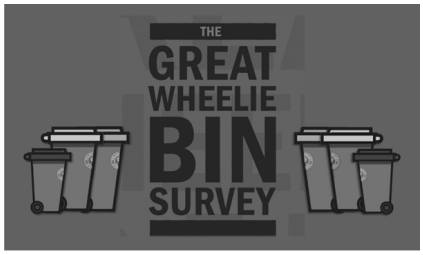
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Let's talk about why you would **NOT** like **FOGO**

28. Please tell us the primary reason you are **NOT** interested in a FOGO service

- ◯ I reuse or recycle all my organic waste
- ◯ I am concerned about the cost
- ◯ I do not generate organic waste
- ◯ I do not want to store an extra bin

Other (please specify)



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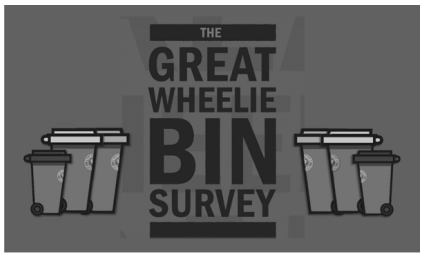
Let's talk more about **FOGO**

29. If you received **240L FOGO** bin, would you still need to transport additional **organic waste** to the waste transfer station?

- ◯ Yes, I would still need to make a lot of trips
- ◯ Yes, I would still need to make some trips
- ◯ Yes, I would still need to make some trips, but rarely
- ◯ No, I would not need to make any trips

30. In order to offer **FOGO** services at a fair and affordable price, would you support general waste collections becoming fortnightly (every second week)?

- ◯ Yes, I would support **fortnightly general waste** collection in any scenario
- ◯ Yes, I would support **fortnightly general waste** collection only if **FOGO** is collected **weekly**
- ◯ Yes, I would support **fortnightly general waste** collection only if it saves me money
- ◯ No, I would be willing to pay extra to keep the **general waste** collection **weekly**



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Let's talk about the **cost** of **FOGO**



Providing a FOGO collection service involves costs including staff, trucks, collection, transport, and processing the organics into usable compost. This means FOGO services would have a user fee just like current general waste and recycling bins.

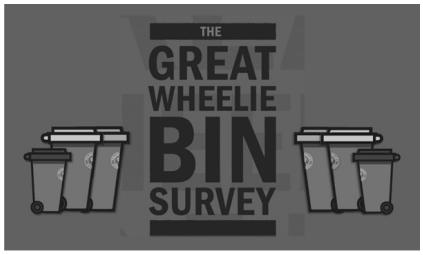
FOGO services in rural and regional areas are usually more expensive than other areas because of distances and scale. With this in mind, please answer the following questions:

31. If Council provides a WEEKLY FOGO collection in the future, how much extra would you be willing to pay for this improved service?

- ◯ I would pay up to **$230** or more per year to have my FOGO bin collected **weekly**
- ◯ I would pay up to **$180** more per year to have my FOGO bin collected **weekly**
- ◯ I would pay up to $**130** more per year to have my FOGO bin collected **weekly**
- ◯ I would **NOT** pay any more, but would still be interested in a **weekly** FOGO bin service
- ◯ I would **NOT** pay any more and I do not want a **weekly** FOGO bin service

32. If Council provides a FORTNIGHTLY FOGO collection in the future, how much extra would you be willing to pay for this improved service?

- ◯ I would pay up to **$130** or more per year to have my FOGO bin collected **fortnightly**
- ◯ I would pay up to **$80** more per year to have my FOGO bin collected **fortnightly**
- ◯ I would pay up to **$40** more per year to have my FOGO bin collected **fortnightly**
- ◯ I would **NOT** pay any more, but would still be interested in a **fortnightly** FOGO bin service
- ◯ I would **NOT** pay any more and I do not want a **fortnightly** FOGO bin service



The Great Wheelie Bin Survey

Sociodemographic

The following questions are optional, but will help Huon Valley Council understand who is completing this survey.

33. Age of respondent

- ◯ Under 18
- ◯ 18-24
- ◯ 25-34
- ◯ 35-44
- ◯ 45-54
- ◯ 55-64
- ◯ 65+

34. Total number of members currently residing in the house.

35. How would you rate your understanding and enthusiasm for reducing waste and the environment?

Very passionate	Somewhat passionate	Supportive	Not too interested	Not interested at all
◯	◯	◯	◯	◯

36. At present, we use several platforms to share information with you. Please tell us how you heard about the 'The Great Wheelie Bin Survey'

- ☐ Website
- ☐ Mail out
- ☐ Community eNewsletter
- ☐ Facebook/Instagram
- ☐ Noticeboards
- ☐ Newspaper
- ☐ Word of mouth

37. Thank you for completing this survey. If you would like to be kept up to date with this project, please complete your details below.

Name	
City/Town	
Email Address	