

KERBSIDE REFORM SURVEY ANALYSIS

City of Casey

1 November 2024



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About

This report analyses community feedback on the City of Casey's proposed changes to kerbside waste collection services, gathered through an online survey conducted from July to September 2024. The survey captured responses from 3,621 residents across Casey, examining preferences for bin sizes, collection frequencies, and reactions to potential fees. The analysis explores how different household types, sizes, and locations influence waste management needs, with particular focus on the transition to a standardised four-bin system. These insights will guide Council's implementation of the Victorian Government's waste reform requirements while ensuring services meet diverse community needs.

The data analysis and reporting were undertaken by *i.e. community*, a specialist community engagement consultancy.

Summary of findings

Survey response and demographics

- 3,621 residents participated in the survey.
- Strong representation from residents aged 30-49 years.
- 47% of responses from 3-4 person households.
- Highest participation from Berwick (19%), Clyde North (10%), and Narre Warren South (10%).
- Most respondents (46%) learned about the survey through direct mail.

Glass recycling preferences

- Clear preference (63%) for smaller 80L glass bins across all household types.
- Monthly collection preferred by 59% of respondents.
- Units and townhouses show highest preference (71% and 66%) for smaller bins.
- Larger households show a preference for bigger bins and more frequent collection.

Waste collection frequency

- 83% prefer weekly garbage and fortnightly food and garden organics (FOGO) collection.
- Weekly garbage collection preference driven by:
 - Constraints due to the current bin size
 - Higher general waste volumes
 - Hygiene concerns, especially for households with specific needs.
- Weekly FOGO preference supported by:
 - Concerns about rotting food scraps
 - Environmental considerations
 - Seasonal garden waste volumes.

Bin capacity and usage

- 80% of respondents currently have a FOGO bin.
- Of those without FOGO bins, 58% would prefer a 240L bin.
- 67% believe a 120L mixed recycling bin would be insufficient once glass is removed.
- Concerns about bin capacity increase with household size, from 51% for 1-2 person households to 80% for 5-6 person households.

Community response to proposed fees

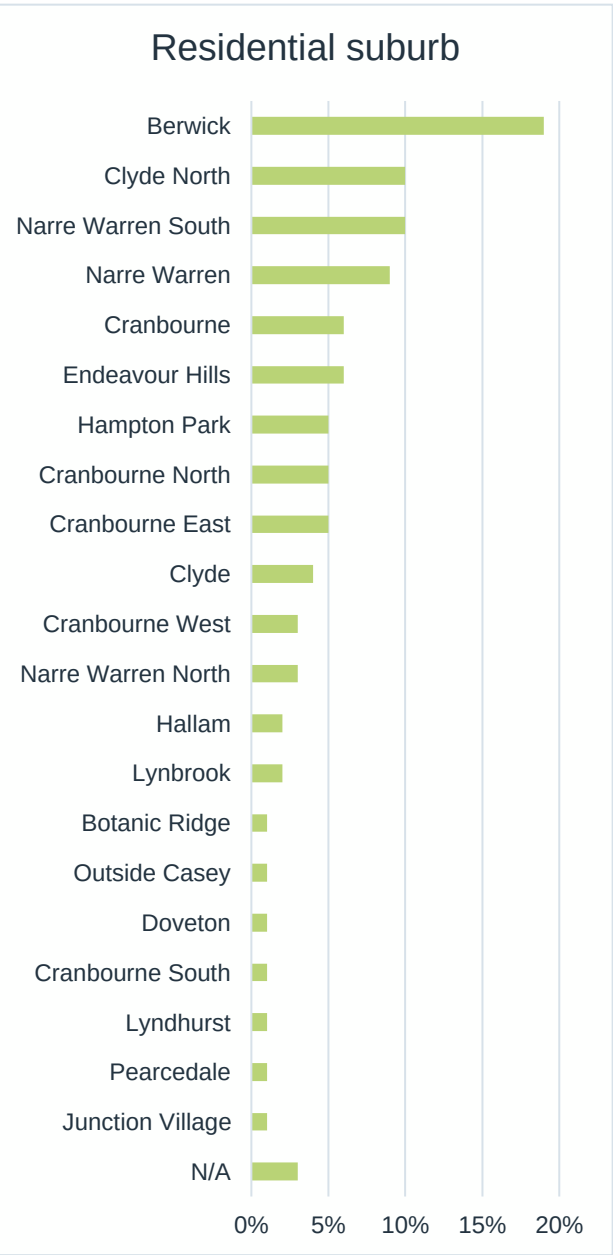
- 59% oppose or strongly oppose the introduction of fees.
- Opposition increases with household size (39% strong opposition in 1-2 person households to 52% in 7+ person households).
- Strongest opposition in age groups 15-19 (62%) and 50-54 (48%).
- Financial burden cited as primary concern, especially given current cost of living pressures.

Key concerns and considerations

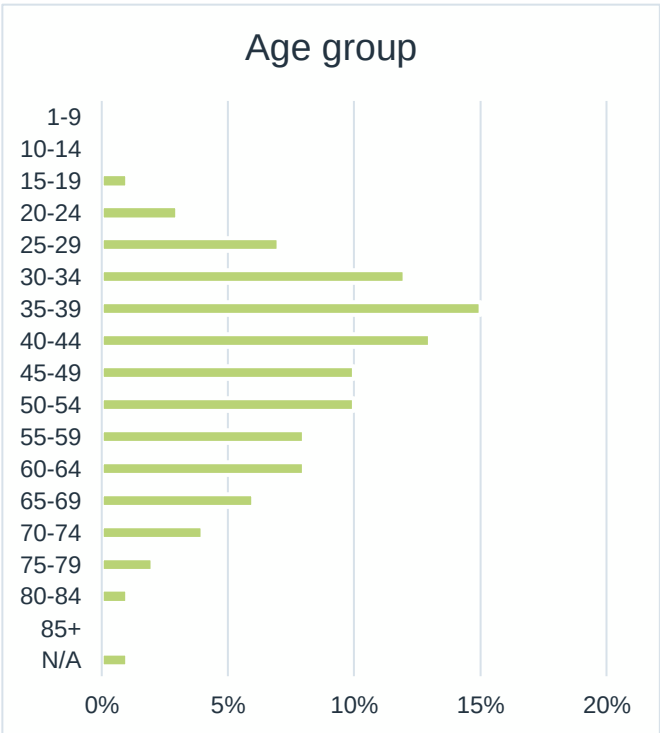
- Space constraints for storing multiple bins, particularly in smaller properties.
- Questions about necessity of separate glass bins with container deposit scheme.
- Concerns about potential increase in illegal dumping.
- Requests for better recycling education, especially regarding different types of plastics.
- Need for consideration of specific household circumstances and waste management needs.

Participation snapshot

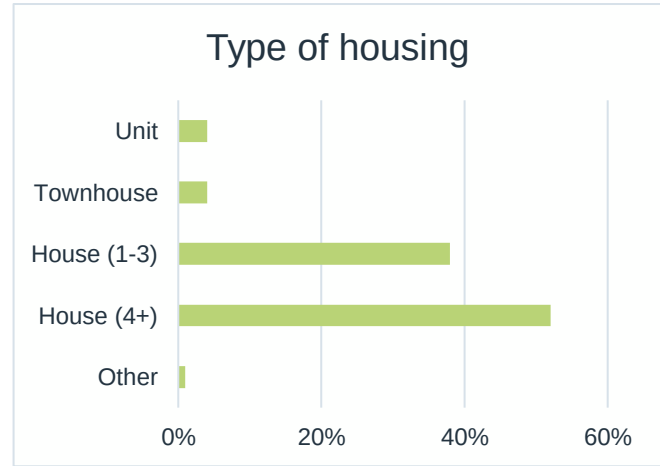
A summary of the demographic data provided respondents is provided below.



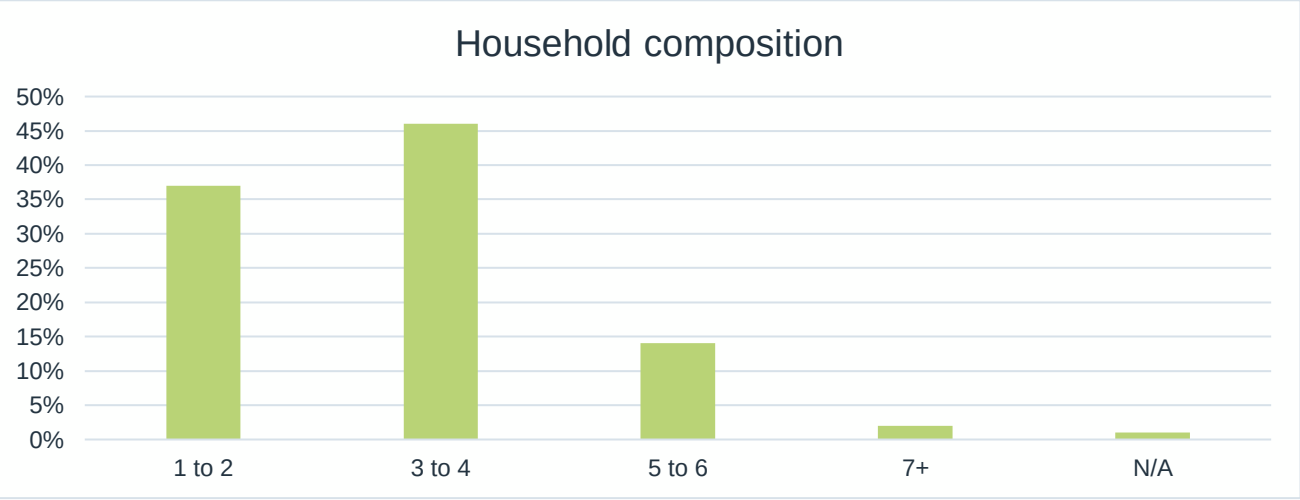
Berwick, Clyde North, and Narre Warren South had the highest engagement in the Kerbside Reform survey, with Berwick alone accounting for 19% of responses. In contrast, areas like Lysterfield and Cannons Creek had minimal participation, each contributing less than 1%.



The largest age group is 35-39 (15%), followed by 40-44 (13%) and 30-34 (12%).



Most respondents live in houses, with 52% in 4 or more bedrooms and 38% in 1-3 bedrooms homes. Units and townhouses each represent 4%.



A significant majority of households consist of 3 to 4 people (46%), followed by smaller households of 1 to 2 people (37%)

Key findings

Overall

The following summarises the overall findings from the survey.

Glass bin preferences

- **Size:** 63% prefer an 80L bin, 25% prefer 120L, and 12% prefer 240L.
- **Collection frequency:** 59% prefer monthly collection, while 41% prefer bi-monthly.
- **Household size impact:** Larger households show increased preference for bigger bins and more frequent collection.

Waste collection frequency

- 83% prefer weekly garbage and fortnightly food/garden waste collection.
- 17% prefer fortnightly garbage and weekly food/garden waste collection.

Reasons for weekly garbage preference

- Current bin size is perceived as too small for fortnightly collection.
- Higher volume of general waste compared to food/garden waste.
- Concerns about odours, pests, and hygiene, especially in warm weather.
- Specific needs (e.g., nappies, medical waste) require frequent disposal.

Reasons for weekly food and garden waste preference

- Rapid decomposition leading to odours and pests.
- Environmental concerns and desire to maximise recycling/composting.
- High volume of garden waste, especially seasonally.
- Adaptation to composting food scraps, reducing general garbage.

Food and garden waste (FOGO) bin

- 80% of respondents currently have a FOGO bin.
- Of those without, 58% prefer a 240L bin, 42% prefer a 120L bin.

Mixed recycling bin size

- 67% believe a 120L bin (half-size) would not be sufficient once glass is removed.
- Perceived inadequacy increases with household size: 51% for 1-2 person households, up to 80% for 5-6 person households.

Proposed fees for waste collection services

- 59% oppose or strongly oppose the introduction of fees.
- Opposition increases with household size: 39% strong opposition in 1-2 person households, rising to 52% in 7+ person households.
- Strongest opposition in age groups 15-19 (62%) and 50-54 (48%).

Additional feedback and concerns

- **Financial burden:** Strong opposition to additional fees, especially given current cost of living pressures.
- **Space constraints:** Concerns about storing four bins, particularly in smaller properties.
- **Glass bin necessity:** Questioned by many, especially with the container deposit scheme's success.
- **Service adequacy:** Some argue the current system is working well and doesn't need changing.
- **Illegal dumping:** Fears that reduced bin sizes and increased fees may lead to more illegal dumping.
- **FOGO challenges:** Concerns about odour and hygiene with fortnightly FOGO collection.
- **Education needs:** Requests for better education on recycling, especially for different types of plastics.

Survey reach and demographics

- **Main sources:** 46% learned about the survey through postcards, 31% via social media.
- **Age distribution:** Majority of respondents aged 30-49.
- **Household size:** 47% from 3-4 person households, 37% from 1-2 person households.

By household size, type and suburb

This section describes the key findings from the survey, outlining how preferences and concerns regarding waste management services vary according to household size, household type, and suburb. Please note, overall preference (which has been provided above) is shown for easy reference.

Household size

- Glass bin size:
 - Overall, 63% of respondents prefer the 80L bin, making it the most popular choice across household sizes.
 - Smaller households (1-2 people) show the highest preference for the 80L bin at 73%, while in 7+ person households, 37% choose the 80L bin, with 30% selecting the 240L bin.
- Glass bin frequency:
 - 59% of respondents prefer monthly collection, reflecting a general preference for a lower frequency in glass recycling.
 - Medium households (3-4 people) favour monthly collection at 62% with fewer opting for bi-monthly.
- Waste collection frequency:
 - 83% prefer weekly garbage collection with fortnightly FOGO, indicating a standard preference across household sizes.
 - Preference for weekly garbage is strongest in large households, with 89% of 5-6 person households favouring this option.
- FOGO bin usage:
 - 80% of households have a FOGO bin, with usage rates rising with household size.
 - Usage is highest among 7+ person households at 85%, showing strong adoption in larger households.
- FOGO bin preferences:
 - Across all households, 58% of respondents choose the larger 240L bin, while 42% prefer the 120L bin, indicating an overall preference for the larger size.
 - In small households (1-2 people), 55% prefer the 120L bin, with 45% selecting the 240L bin, suggesting a slight preference for the smaller bin.
- Mixed recycling bin usage:
 - 67% of respondents find the 120L mixed recycling bin inadequate, with dissatisfaction rising in larger households.
 - 80% of 5-6 person households report it as insufficient, compared to 51% for 1-2 person households.

- Proposed fees support:
 - Overall, 43% of respondents strongly oppose fees for waste services, with opposition growing alongside household size.
 - Larger households (7+ people) have the highest opposition at 52%, while 39% of small households (1-2 people) also strongly oppose fees.

Household type

- Glass bin size:
 - The 80L bin is the preferred size for 63% of respondents, popular across all household types.
 - Units show the highest preference for the 80L bin at 71%, while in larger houses, only 59% prefer the 80L bin, with a slightly higher preference for larger bins.
- Glass bin frequency:
 - 59% of respondents prefer monthly collection, suggesting an overall demand for lower-frequency glass recycling across household types.
 - Unit residents are evenly divided, with 50% opting for both monthly and bi-monthly collection.
- Waste collection frequency:
 - 83% of respondents prefer weekly garbage and fortnightly FOGO collection.
 - Units show the lowest preference for weekly garbage at 77%, while townhouses have the highest at 85%.
- FOGO bin usage:
 - 80% of households report having a FOGO bin, with lower adoption rates in certain housing types.
 - Townhouses have the lowest FOGO usage at 45%, compared to 83% in small houses (1-3 bedrooms).
- FOGO bin preferences:
 - Across household types, 58% (425) of respondents from small and large houses choose the 240L bin, while other types (townhouses, units, and "other") show a preference for the smaller 120L bin.
 - Among townhouse residents, 78% (68) prefer the 120L bin, with 22% (19) opting for the 240L bin, indicating lower demand for larger bins in this group.
- Mixed recycling bin usage:
 - 67% find the 120L bin inadequate for mixed recycling across all types, particularly among larger homes.
 - 73% of large houses (4+ bedrooms) find the 120L bin insufficient, while 55% of unit residents find it adequate.

- Proposed fees support:
 - Opposition to fees is strong across all types, with 44% of large house residents (4+ bedrooms) strongly opposed.
 - Units show the highest support for fees, with 18% in favour.

Suburb

- Glass bin size:
 - 63% of respondents prefer the 80L bin, which is the favoured size across most suburbs.
 - Suburbs like Clyde and Narre Warren have a 15% preference for the 240L bin, while Berwick shows a 12% preference.
- Glass bin frequency:
 - 59% of respondents prefer monthly glass collection, with strong support in some suburbs.
 - Monthly collection is particularly popular in Beaconsfield (75%) and Narre Warren North (65%).
- Waste collection frequency:
 - 83% prefer weekly garbage with fortnightly FOGO, consistent across suburbs.
 - This schedule is especially favoured in Clyde (91%) and Cranbourne (86%).
- FOGO bin usage:
 - FOGO usage is generally high, with over 80% in Berwick and Narre Warren South.
 - Lower usage is seen in Clyde, with 25% of households lacking a FOGO bin.
- FOGO bin preferences:
 - Preference is split across household types, with 58% of respondents from small and large houses selecting the 240L bin, while townhouses and units predominantly prefer the 120L bin.
 - Larger houses particularly favour the 240L bin, with 70% choosing it compared to 30% who prefer the 120L bin.
- Mixed recycling bin usage:
 - 67% of respondents find the 120L mixed recycling bin inadequate, with concern highest in certain suburbs.
 - Botanic Ridge (76%) and Narre Warren North (71%) have the most respondents finding it insufficient.
- Proposed fees support:
 - 43% of respondents overall strongly oppose fees, with opposition high across suburbs.
 - Cranbourne South and Hampton Park show some of the highest opposition, while Lynbrook and Lyndhurst show some of the highest support.

Detailed findings

Overall

The following section provides greater detail for each question.

What size glass bin would work best for your household?

- **Total responses:** 3,621
- **Overall preference:** The majority (63%) of respondents prefer the 80L bin size.
- **Next most popular choice:** The 120L bin size is the second most preferred option, chosen by 25% of respondents.
- **Least preferred option:** The 240L bin size is the least favoured, selected by 12% of respondents.

This shows a strong preference for smaller bin sizes, with nearly two-thirds of respondents favouring the 80L option, while larger sizes are significantly less popular.

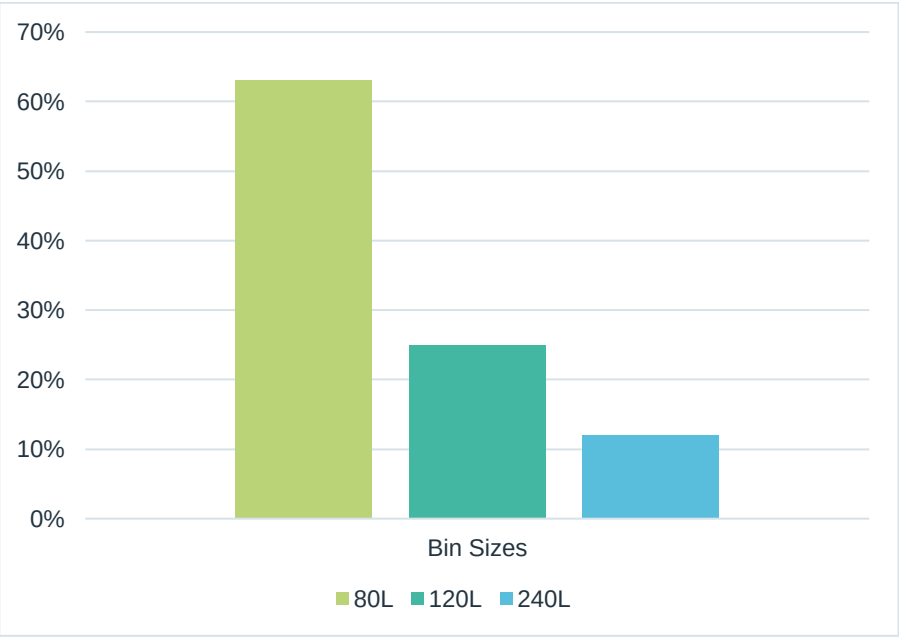


Figure 1. Glass bin size preference.

Glass bin size	No.	%
80L	2,271	63%
120L	909	25%
240L	441	12%
Total	3,621	100%

Thinking about the glass recycling you produce at home; how often would you need a dedicated glass bin to be collected?

- **Total responses:** 3,621
- **Preference for collection frequency:**
 - **Monthly:** Selected by 59% of respondents.
 - **Every second month:** Preferred by 41% of respondents.

Most respondents favour a monthly collection for their dedicated glass recycling bin, indicating a strong preference for more frequent collection.

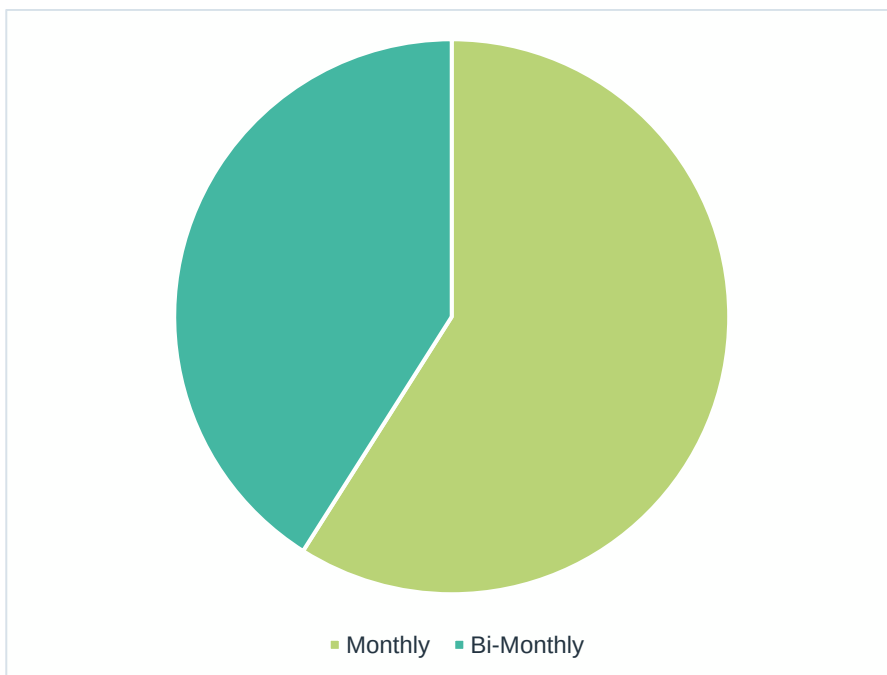


Figure 2. Glass collection frequency preferences.

Glass bin frequency	No.	%
Monthly	2,146	59%
Bi-Monthly	1,475	41%
Total	3,621	100%

What collection frequency best suits the needs of your household?

- **Total responses:** 3,621
- **Collection frequency preference:**
 - **Weekly garbage and fortnightly food and garden waste:** Preferred by 83% of respondents.
 - **Fortnightly garbage and weekly food and garden waste:** Chosen by 17% of respondents.

The majority of respondents favour weekly garbage collection combined with fortnightly food and garden waste collection, indicating a preference for more frequent garbage pickup.

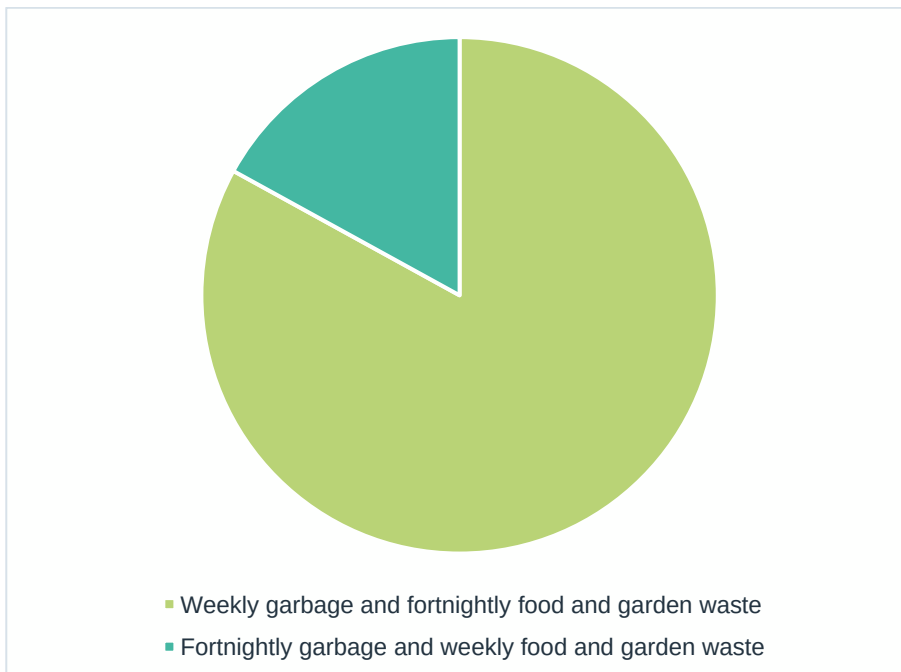


Figure 3. Household waste collection frequency preferences.

Waste collection frequency	No.	%
Weekly garbage and fortnightly food and garden waste	3,008	83%
Fortnightly garbage and weekly food and garden waste	613	17%
Total	3,621	100%

Why did you choose weekly garbage and fortnightly food and garden waste?

Residents prefer weekly garbage collection due to several key factors:

- **Bin size:** The current garbage bin is perceived as too small to accommodate a fortnightly collection, leading to overflowing bins and potential hygiene issues.
- **Waste volume:** Households report generating significantly more general waste than food and garden waste. This is attributed to excessive packaging, non-recyclable materials, and disposable items like nappies.
- **Smell and pests:** Concerns about odours and pests, especially during warmer months, drive the preference for frequent garbage collection.
- **Hygiene:** Many respondents cite hygiene concerns, particularly those with young children using nappies or individuals with medical conditions requiring frequent disposal of sanitary products.

While fortnightly food and garden waste collection is generally accepted, some concerns exist:

- **Smell:** Some express worry about food waste rotting and attracting pests if left for two weeks. This is exacerbated by the Council's current policy of not allowing compostable bags in these bins.
- **Seasonal variations:** Garden waste volume fluctuates seasonally, with some residents suggesting a need for more frequent collection during peak gardening periods.

Overall, residents prioritise convenience and hygiene when it comes to waste management, highlighting the importance of considering both bin size and collection frequency.

Why did you choose fortnightly garbage and weekly food and garden waste?

Key reasons driving this preference include:

- **Smell and pest control:** Food and garden waste decomposes quickly, leading to unpleasant odours, attracting pests like flies, maggots, and rodents, especially during warmer months. Weekly collection is seen as crucial for hygiene and pest mitigation.
- **Environmental concerns:** Residents are keen to recycle and compost more, reducing their environmental impact. Fortnightly garbage collection encourages proper waste sorting and minimises landfill.
- **Garden waste volume:** Many residents have gardens and generate significant amounts of green waste, exceeding the capacity of fortnightly collection.
- **Food waste habits:** With the ability to put food scraps in the FOGO bin, many residents have significantly reduced their garbage volume. Weekly FOGO collection is seen as essential to support this habit.

Some residents, particularly those with larger households or specific waste needs (e.g., nappies), express a desire for weekly collection of both FOGO and garbage. However, the majority believe weekly FOGO collection is a higher priority.

Do you currently have a food and garden waste bin?

- **Total responses:** 3,621
- **Bin availability:**
 - **Yes:** 80% currently have a food and garden waste bin.
 - **No:** 20% do not have one.

A significant majority of respondents have a food and garden waste bin, indicating widespread adoption of this service.

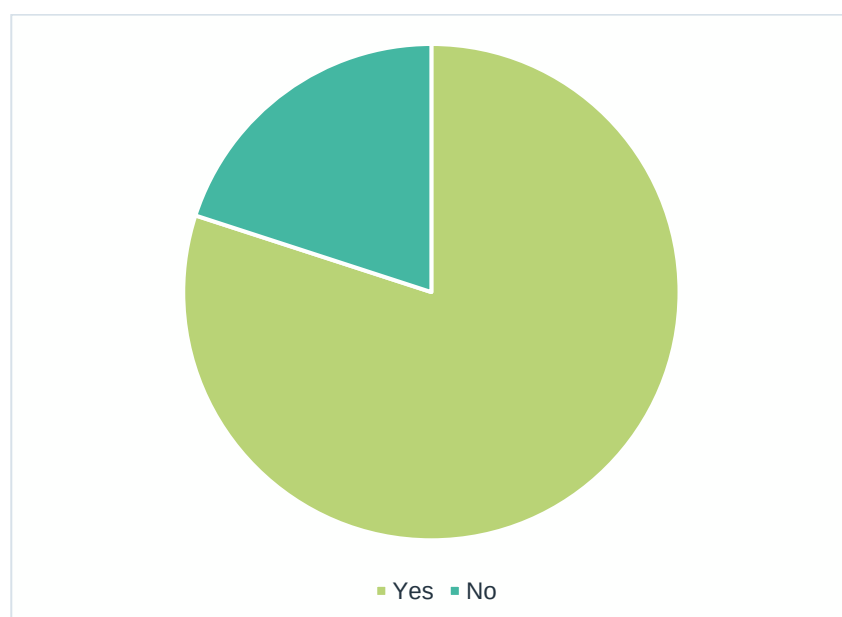


Figure 4. Current FOGO bin usage.

FOGO bin usage	No.	%
Yes	2,885	80%
No	736	20%
Total	3,621	100%

It will soon be a requirement that all households have a food and garden waste bin, what size would best suit your needs?

- **Total responses:** 736
- **Preferred bin size:**
 - **120L:** 42% would prefer a 120L bin.
 - **240L:** 58% would prefer a 240L bin.

Most respondents (58%) prefer the larger 240L bin for food and garden waste, with a smaller yet significant portion opting for the 120L size.

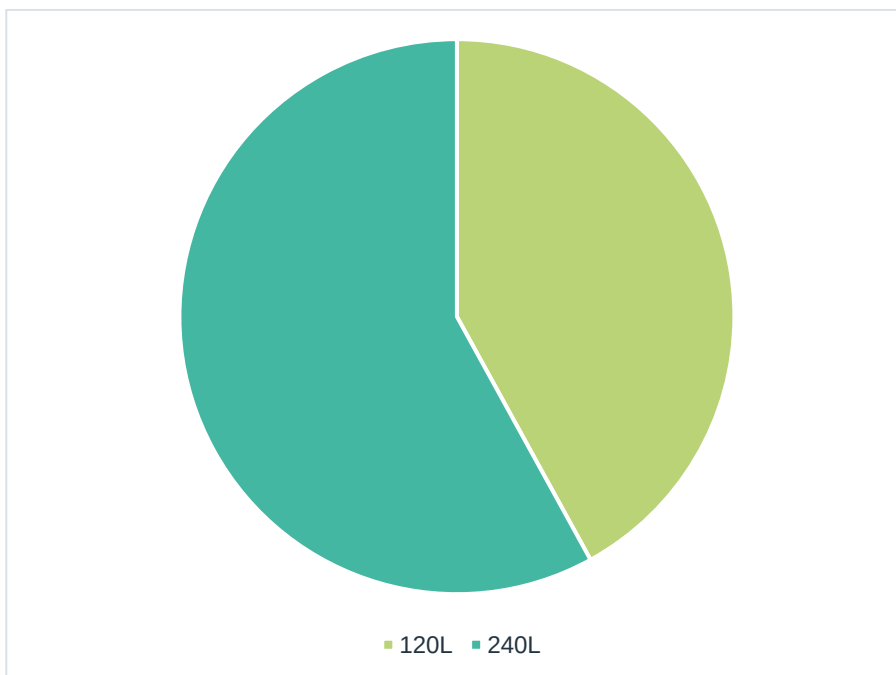


Figure 5. Preferred FOGO bin size for new recipients.

FOGO bin size	No.	%
120L	311	42%
240L	425	58%
Total	736	100%

With glass no longer going in the recycling bin from 2027, would a half-sized mixed recycling bin (120L) be enough for the recycling you produce at home?

- **Total responses:** 3,621
- **Preferences:**
 - **Yes:** 33% believe a 120L bin will be sufficient.
 - **No:** 67% do not believe a 120L bin will be sufficient.

The majority (67%) of respondents indicated that a half-sized mixed recycling bin (120L) would not be sufficient for their recycling needs once glass is removed.

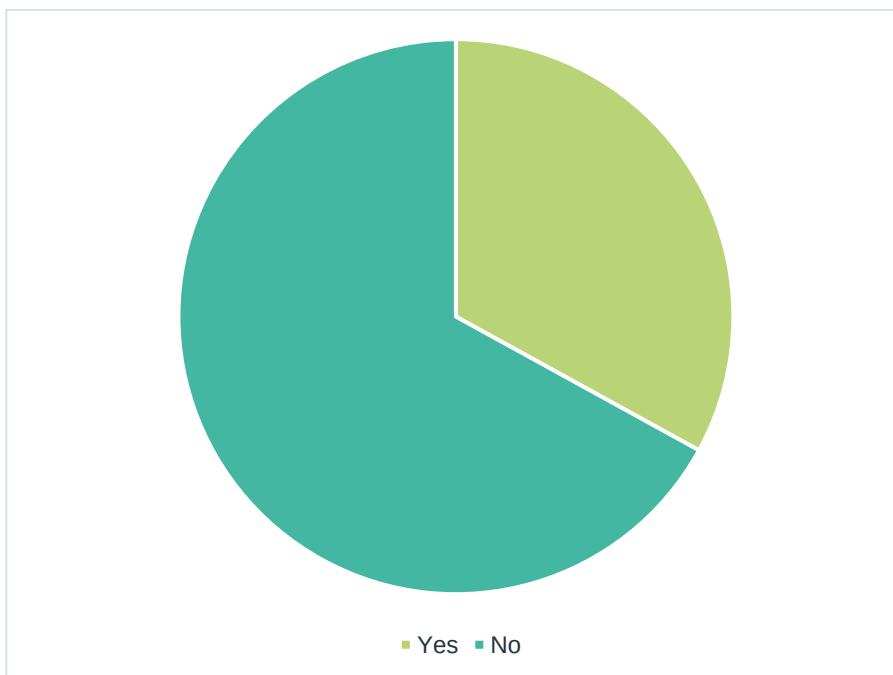


Figure 6. Adequacy of 120L mixed recycling bin after glass removal.

Half- sized mixed recycling bin	No.	%
Yes	1,194	33%
No	2,427	67%
Total	3,621	100%

Council is considering introducing fees for changes to waste collection services. For example, additional charges for extra bins, reduced charges for smaller bins, and fees for changing bin sizes.

- **Total responses:** 3,621
- **Opinions on proposed fees:**
 - **Strongly oppose:** 43% are strongly opposed.
 - **Oppose:** 16% are opposed.
 - **Neutral:** 19% are neutral.
 - **Support:** 16% support the proposal.
 - **Strongly support:** 7% strongly support the proposal.

A significant majority (59%) of respondents oppose or strongly oppose the introduction of fees for changes to waste collection services, indicating prevalent resistance to this proposal.

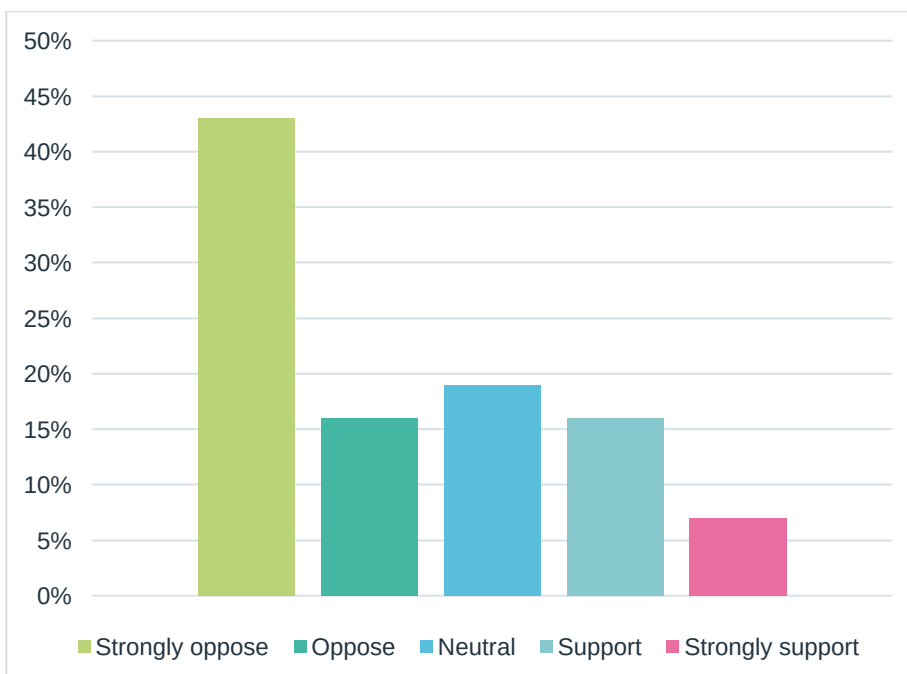


Figure 7. Community sentiment towards proposed waste service fees.

Introduction of fees	NO.	%
Strongly oppose	1,546	43%
Oppose	562	16%
Neutral	704	19%
Support	569	16%
Strongly Support	240	7%
Total	3,621	100%

Would you like to provide any further feedback about waste services?

The feedback provided reveals a strong community concern regarding the proposed changes to waste management services, particularly around the introduction of a fourth bin dedicated to glass recycling.

Key themes emerging from the feedback include:

- **Financial burden:** Residents express strong opposition to any additional fees, particularly in light of the current cost of living pressures and already high council rates. They believe waste services should be covered by existing rates and oppose extra charges for larger bins or changing bin sizes.
- **Bin storage space:** Concerns are raised about the lack of space to store four bins, especially on smaller properties and in townhouses. This is seen as impractical and could lead to bins being permanently stored on the street, creating an eyesore and potential safety hazard.
- **Glass bin necessity:** Many residents believe a separate glass bin is unnecessary as they produce minimal glass waste, especially with the success of the container deposit scheme.
- **Service adequacy:** Some argue the current system is working well and doesn't need changing. They express frustration that the council is seeking to fix a system that isn't broken and believe the focus should be on improving existing services like road repairs and park maintenance.
- **Illegal dumping:** There is a fear that reducing bin sizes and increasing fees will lead to an increase in illegal dumping, as residents try to avoid costs or manage overflowing bins.
- **Composting challenges:** While supporting the food and garden waste bin, concerns exist about the smell and hygiene issues, especially with fortnightly collection. Residents express a desire for compostable bags or weekly collection to address this.

- **Need for education:** A consistent theme is the need for better education and clearer guidelines on what can be recycled, especially regarding different types of plastics. Residents suggest more informative labelling on bins and accessible information campaigns for diverse language groups.

Other suggestions:

- Implement a pay-as-you-go system for waste collection.
- Introduce a bin for soft plastics recycling.
- Provide free compost bins and liners to encourage food waste diversion.
- Standardise bin colours and recycling rules across all councils.
- Increase the frequency of hard rubbish collection.
- Offer more options for e-waste disposal.

How did you find out about this survey?

- **Total responses:** 3,610
- **Top sources:**
 - Postcard delivered to household: 46% of respondents found out through a postcard.
 - Social media: 31% of respondents heard about the survey via social media.
- Other sources:
 - Casey website: 6%
 - Casey Conversations: 5%
 - Other: 4%
 - Green Living (Facebook): 3%
 - Pop-up event: 2%
 - Word of mouth: 2%
 - Local news: 2%

The majority of respondents learned about the survey through direct mail via postcards and social media, which together accounted for over 75% of responses, indicating these are the most effective outreach channels.

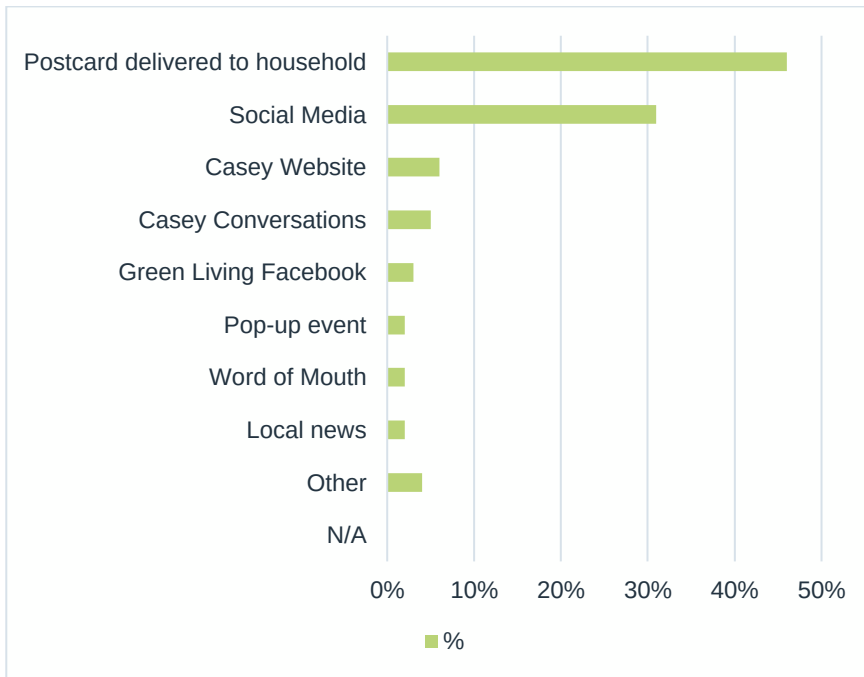


Figure 8. Survey awareness channels.

	No.	%
Postcard delivered to household	1,651	46%
Social media	1,113	31%
Casey website	210	6%
Casey Conversations	191	5%
Green Living (Facebook)	94	3%
Pop-up event	84	2%
Word of mouth	59	2%
Local news	57	2%
Other	151	4%
N/A	11	0%
Total	3,621	100%

Suburb

- **Total responses:** 3,528
- **The largest representation** comes from *Berwick*, representing 19% of respondents.
- **The second largest suburb** is *Clyde North*, representing 10% of participants.
- **The third largest suburb** is *Narre Warren South*, representing 10% of participants.
- **Lower representation** from *Cranbourne North* (5%), *Cranbourne East* (5%), and *Clyde* (4%).

The top ten suburbs accounted for 80% of all survey responses as shown below.

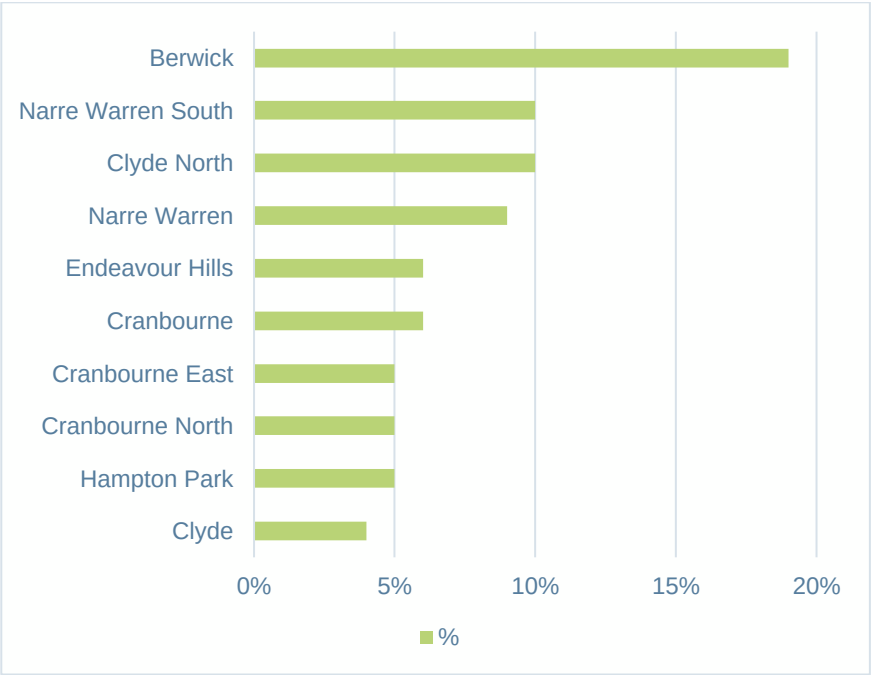


Figure 9. Survey participation by suburb (top 10).

Top 10 suburbs	No.	%
Berwick	696	19%
Clyde North	362	10%
Narre Warren South	353	10%
Narre Warren	343	9%
Cranbourne	221	6%
Endeavour Hills	220	6%
Hampton Park	187	5%
Cranbourne North	181	5%
Cranbourne East	168	5%
Clyde	156	4%

Age group

- **Total responses:** 3,574
- **The largest representation** comes from the 35-39 age group, representing 15% of respondents.
- **The second largest group** is the 40-44 age group, representing 13% of respondents.
- A significant portion of responses also came from the 30-34 (12%) and 45-49 (10%) age groups.
- **Lower representation** is observed in the younger (under 25) and older (65+) age groups, which collectively account for less than 10% of the total responses.

This distribution indicates that the survey responses predominantly reflect the views of individuals between the ages of 30 and 49, with minimal input from younger and older age groups.

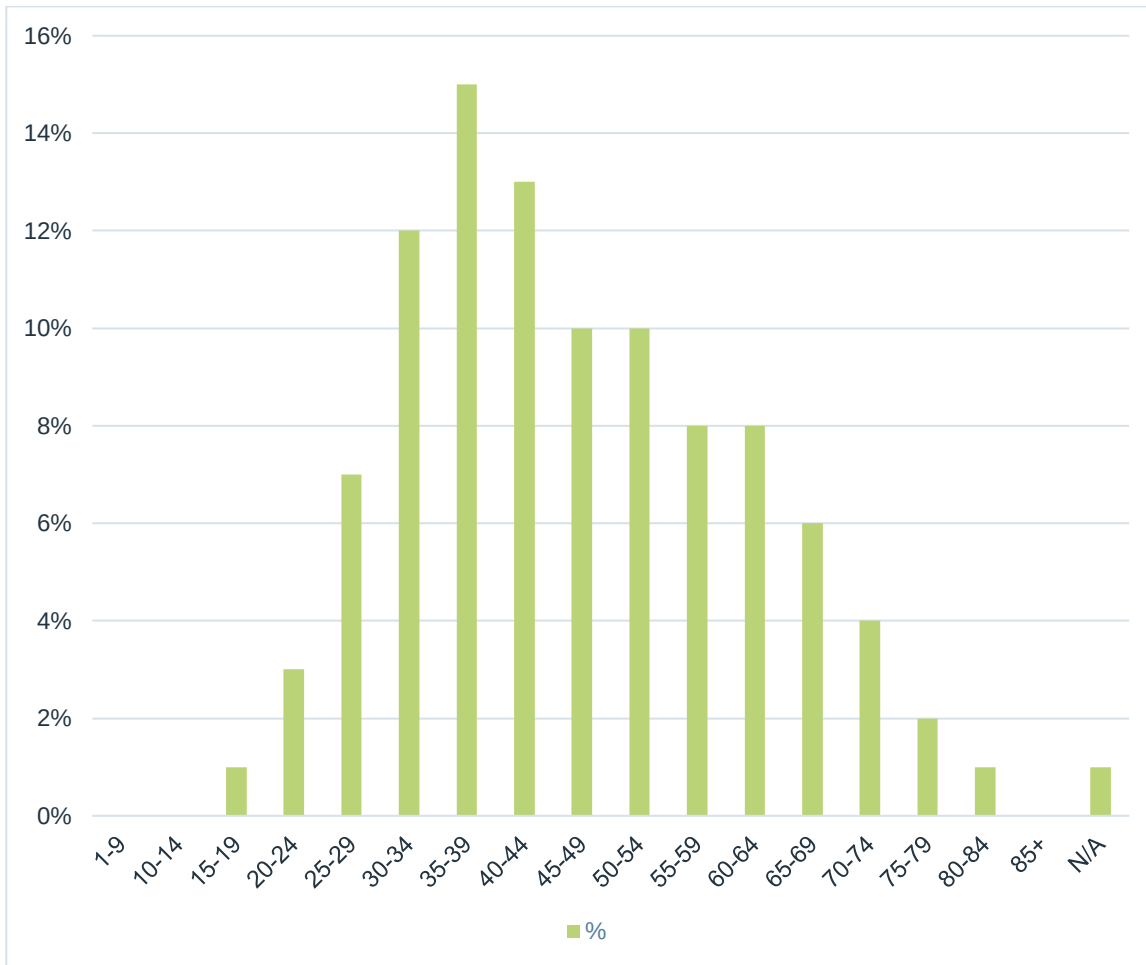


Figure 10. Age distribution of survey respondents.

Age group	No.	%
1-9	4	0%
10-14	14	0%
15-19	48	1%
20-24	102	3%
25-29	256	7%
30-34	435	12%
35-39	532	15%
40-44	453	13%
45-49	359	10%
50-54	346	10%
55-59	288	8%
60-64	284	8%
65-69	210	6%
70-74	144	4%
75-79	62	2%
80-84	25	1%
85+	12	0%
N/A	47	1%
Total	3,621	100%

How many people live in your household (including children)?

- **Total responses:** 3,586
- **Household size distribution:**
 - **3-4 people:** 47% of respondents.
 - **1-2 people:** 37% of respondents.
 - **5-6 people:** 14% of respondents.
 - **7 people:** 2% of respondents.

The data indicates that the majority of households consist of 3-4 people, with smaller and larger households being less common among respondents.

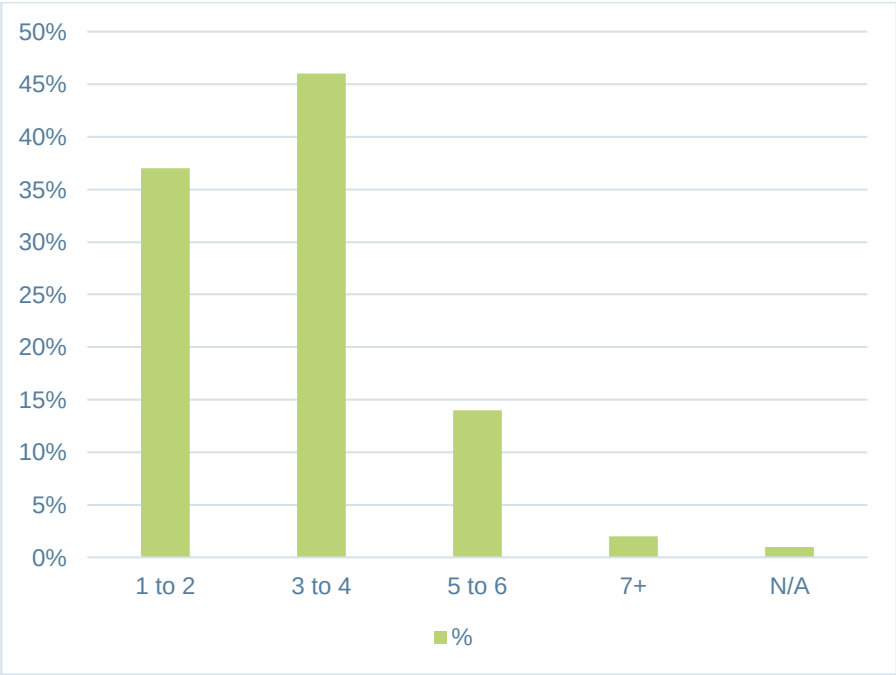


Figure 11. Household size distribution.

	No.	%
1 to 2	1,333	37%
3 to 4	1,672	46%
5 to 6	495	14%
7+	86	2%
N/A	35	1%
Total	3,621	100%

What type of house do you live in?

- **Total responses:** 3,596
- **House type distribution:**
 - **House (4 bedrooms):** 52% of respondents
 - **House (1-3 bedrooms):** 38% of respondents
 - **Unit:** 4% of respondents
 - **Townhouse:** 4% of respondents
 - **Other:** 1% of respondents

The data shows that the majority of respondents live in houses, with four-bedroom houses being the most common, followed closely by smaller houses with 1-3 bedrooms.

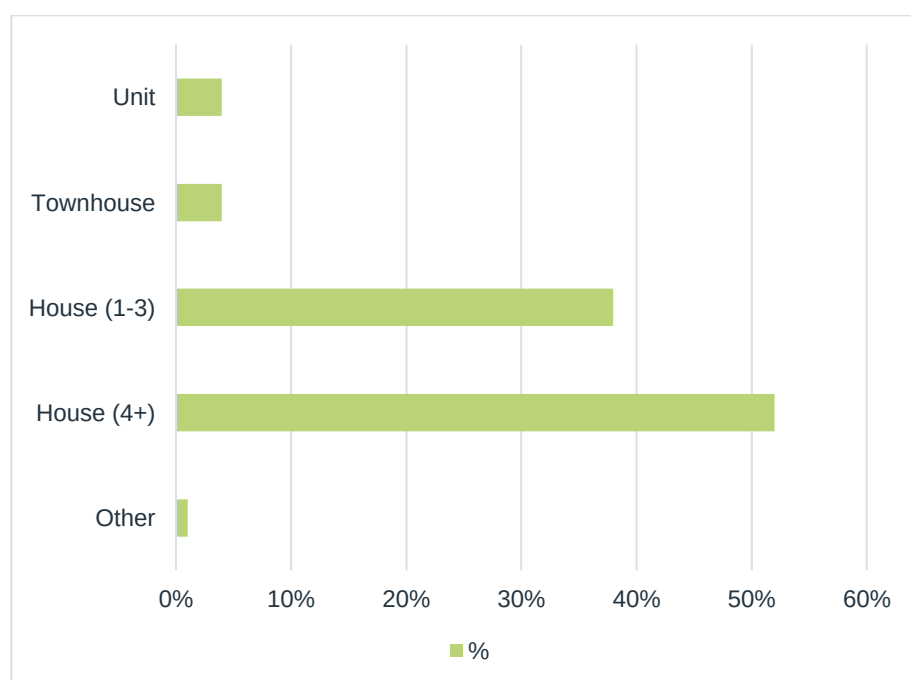


Figure 12. Housing type distribution.

	No.	%
Unit	162	4%
Townhouse	157	4%
House (1-3)	1,362	38%
House (4+)	1,892	52%
Other	48	1%
Total	3,621	100%

Findings by household size, type and suburb

This section describes the findings from the survey, outlining how preferences and concerns regarding waste management services vary according to household size, household type, and suburb. Please note, overall preference (shown in Detailed findings) is provided for easy reference.

Household size

What size glass bin would work best for your household?

- **Overall preference:** The 80L bin size is the most preferred overall, chosen by 63% (2,271) of respondents, suggesting a broad preference for smaller glass bins.
- **Small households (1-2 people):** Among small households, 73% (971) prefer the 80L bin, indicating limited glass recycling needs for smaller households.
- **Medium households (3-4 people):** In medium households, 59% (987) select the 80L bin. Preference for the larger 120L and 240L bins is slightly higher in this group than among small households.
- **Large households (5-6 people):** The 80L bin is chosen by 53% (260) of large households, remaining the most popular option, while selection of the 120L bin increases in this category.
- **Very large households (7+ people):** In very large households, 37% (32) select the 80L bin, with the 240L option chosen by 30% (26), showing a closer preference split between these two sizes.

	80L		120L		240L		Total	
	No.	%	No.	%	No.	%	No.	%
1 to 2	971	73%	258	19%	104	8%	1333	100%
3 to 4	987	59%	473	28%	212	13%	1672	100%
5 to 6	260	53%	142	29%	93	19%	495	100%
7+	32	37%	28	33%	26	30%	86	100%
N/A	21	60%	8	23%	6	17%	35	100%
Total	2,271	63%	909	25%	441	12%	3621	100%

Note: The N/A row represents respondents who selected a bin size but did not specify their household size.

How often would you need a dedicated glass bin to be collected?

- **Overall preference:** Monthly collection is the most selected option, with 59% (2,146) of respondents preferring this frequency, indicating a lower frequency demand for glass recycling.
- **Small households (1-2 people):** Among small households, 51% (684) select monthly collection, while the remaining 49% prefer bi-monthly collection, reflecting a near-even split in preferences.
- **Medium households (3-4 people):** Medium households show a preference for monthly collection at 62% (1,038), with a smaller percentage favouring bi-monthly collection.
- **Large households (5-6 people):** In large households, 69% (342) select monthly collection, indicating a slightly higher preference for this option compared to smaller households.
- **Very large households (7+ people):** Very large households show a preference for monthly collection at 66% (57), which is consistent with the general trend across household sizes.

	Monthly		Bi-Monthly		Total	
	No.	%	No.	%	No.	%
1 to 2	684	51%	649	49%	1333	100%
3 to 4	1038	62%	634	38%	1672	100%
5 to 6	342	69%	153	31%	495	100%
7+	57	66%	29	34%	86	100%
N/A	25	71%	10	29%	35	100%
Total	2,146	59%	1,475	41%	3621	100%

What collection frequency best suits the needs of your household?

- **Overall preference:** The majority of respondents, 83% (3,008), prefer weekly garbage collection combined with fortnightly food and garden waste collection, indicating this schedule meets the needs of most households.
- **Small households (1-2 people):** In small households, 77% (1,029) select weekly garbage with fortnightly garden waste collection, showing lower preference for this option compared to larger households.
- **Medium households (3-4 people):** Among medium households, 86% (1,439) choose weekly garbage collection with fortnightly garden waste collection, which is a higher preference level than in smaller households.
- **Large households (5-6 people):** In large households, 89% (439) prefer the weekly/fortnightly collection schedule, aligning closely with the overall trend.
- **Very large households (7+ people):** Very large households show 87% (75) preference for weekly garbage and fortnightly garden waste collection, consistent with the preference seen across household sizes.

	Weekly garbage and fortnightly food and garden waste		Fortnightly garbage and weekly food and garden waste		Total	
	No.	%	No.	%	No.	%
1 to 2	1029	77%	304	23%	1333	100%
3 to 4	1439	86%	233	14%	1672	100%
5 to 6	439	89%	56	11%	495	100%
7+	75	87%	11	13%	86	100%
N/A	26	74%	9	26%	35	100%
Total	3008	83%	613	17%	3621	100%

Do you currently have a food and garden waste bin?

- **Overall usage:** 80% of respondents report having a food and garden waste bin, indicating that most households currently use this service.
- **Small households (1-2 people):** Among small households, 78% have a bin, which is slightly lower than the overall rate.
- **Medium households (3-4 people):** This group has a slightly higher usage, with 80% reporting they have a bin, aligning with the overall trend.
- **Large households (5-6 people):** 82% of large households report having a bin, showing an increase compared to smaller households.
- **Very large households (7+ people):** Among very large households, 85% report having a bin, the highest usage rate across household sizes.

	Yes		No		Total	
	No.	%	No.	%	No.	%
1 to 2	1042	78%	291	22%	1333	100%
3 to 4	1338	80%	334	20%	1672	100%
5 to 6	404	82%	91	18%	495	100%
7+	73	85%	13	15%	86	100%
N/A	28	80%	7	20%	35	100%
Total	2885	80%	736	20%	3621	100%

It will soon be a requirement that all households have a food and garden waste bin, what size would best suit your needs?

- **Overall preference:** 58% of respondents across all households select the larger 240L bin, while 42% prefer the 120L bin, indicating a general preference for the larger bin size.
 - **Small households (1-2 people):** Among small households, 55% select the 120L bin, while 45% opt for the 240L bin, showing a light tendency toward the smaller bin in this group.
 - **Medium households (3-4 people):** In medium households, 62% choose the 240L bin, with 38% selecting the 120L bin, indicating a shift towards the larger bin as household size increases.
 - **Large households (5-6 people):** Among large households, 80% select the 240L bin, with only 20% choosing the 120L bin, reflecting a strong preference for higher capacity.
- Very large households (7+ people):** Very large households continue the trend, with 69% opting for the 240L bin compared to 31% for the 120L bin, further reinforcing demand for larger bins in larger households.

	120L		240L		Total	
	No.	%	No.	%	No.	%
1 to 2	160	55%	131	45%	291	100%
3 to 4	127	38%	207	62%	334	100%
5 to 6	18	20%	73	80%	91	100%
7+	4	31%	9	69%	13	100%
N/A	2	29%	5	71%	7	100%
Total	311	42%	425	58%	736	100%

With glass no longer going in the recycling bin from 2027, would a half-sized mixed recycling bin (120L) be enough for the recycling you produce at home?

- **Overall sufficiency:** 67% of respondents indicate that a half-sized mixed recycling bin (120L) would not be sufficient, while 32.9% believe it would be enough, suggesting general concerns about bin capacity.
- **Small households (1-2 people):** In small households, 52% state that a 120L bin would not be sufficient, while 49% consider it adequate, showing a more balanced view compared to larger households.
- **Medium households (3-4 people):** Among medium households, 75% find a 120L bin insufficient, with 25% indicating it would be enough, reflecting a clear preference for a larger bin size.
- **Large households (5-6 people):** 80% of large households indicate that a 120L bin would not be sufficient, while 20% believe it would meet their needs, suggesting perceived higher waste production.
- **Very large households (7+ people):** In very large households, 71% do not find the 120L bin sufficient, while 29% consider it adequate, showing similar patterns to large households.

	Yes		No		Total	
	No.	%	No.	%	No.	%
1 to 2	647	49%	686	51%	1333	100%
3 to 4	412	25%	1260	75%	1672	100%
5 to 6	101	20%	394	80%	495	100%
7+	25	29%	61	71%	86	100%
N/A	9	26%	26	74%	35	100%
Total	1194	33%	2427	67%	3621	100%

Council is considering introducing fees for changes to waste collection services. For example, additional charges for extra bins, reduced charges for smaller bins, and fees for changing bin sizes.

- **Overall opinion:** 43% of respondents strongly oppose introducing fees, while 16% support this initiative, showing that a significant portion of the community is resistant to fee implementation.
- **Small households (1-2 people):** Among small households, 39% strongly oppose fees, while 17% support them, indicating moderate resistance but some support for fee flexibility.
- **Medium households (3-4 people):** Medium households show a higher level of opposition, with 43% strongly opposed and 16% supportive, consistent with the overall trend.
- **Large households (5-6 people):** In large households, 49% strongly oppose fees, while 12% support them, indicating a stronger opposition in larger families.
- **Very large households (7+ people):** Very large households show 52% strongly oppose fees, with only 12% in support, showing the highest level of resistance across all groups.

	Strongly oppose		Oppose		Neutral		Support		Strongly support		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
1 to 2	520	39%	209	16%	259	19%	228	17%	117	9%	1333	100%
3 to 4	720	43%	252	15%	334	20%	269	16%	97	6%	1672	100%
5 to 6	240	48%	83	17%	95	19%	57	12%	20	4%	495	100%
7+	45	52%	15	17%	13	15%	10	12%	3	3%	86	100%
N/A	21	60%	3	9%	3	9%	5	14%	3	9%	35	100%
Total	1546	43%	562	16%	704	19%	569	16%	240	7%	3621	100%

Household Type

What size glass bin would work best for your household?

- **Overall preference:** The 80L bin is the most popular choice, selected by 63% of respondents across all household types, indicating general preference for a smaller bin size.
- **Small houses (1-3 bedrooms):** Among smaller houses, 66% select the 80L bin, similar to the overall trend across household types.
- **Large houses (4+ bedrooms):** In larger houses, 59% choose the 80L bin, with a slightly higher preference for 120L and 240L bins compared to smaller houses.
- **Townhouses:** 66% of townhouse residents select the 80L bin, aligning closely with overall preferences.
- **Units:** 71% of unit residents favour the 80L bin, reflecting the highest preference for smaller bins among all types.
- **Other:** In the "Other" category, 63% select the 80L bin, which is consistent with the general preference across household types.

	80L		120L		240L		Total	
	No.	%	No.	%	No.	%	No.	%
Unit	115	71%	31	19%	16	10%	162	100%
Townhouse	104	66%	43	27%	10	6%	157	100%
House (1-3)	904	66%	316	23%	142	10%	1362	100%
House (4+)	1118	59%	510	27%	264	14%	1892	100%
Other	30	63%	9	19%	9	19%	48	100%
Total	2271	63%	909	25%	441	12%	3621	100%

How often would you need a dedicated glass bin to be collected?

- **Overall preference:** Monthly collection is preferred by 59% (2,146) of respondents, indicating a lower frequency demand for glass recycling across all household types.
- **Small houses (1-3 Bedrooms):** Among small houses, 56% (761) favour monthly collection, while the remaining 44% prefer bi-monthly collection, showing a slightly balanced demand.
- **Large houses (4+ Bedrooms):** In large houses, 63% prefer monthly collection, with a slight lesser demand for bi-monthly frequency compared to smaller houses.
- **Townhouses:** Among townhouse residents, 55% opt for monthly collection, aligning closely with small houses.
- **Units:** Units display an even split, with 50% each for monthly and bi-monthly collection, indicating no strong preference.
- **Other:** In the “Other” category, 67% prefer monthly collection, showing a consistent preference with most household types.

	Monthly		Bi-Monthly		Total	
	No.	%	No.	%	No.	%
Unit	81	4%	81	5%	162	4%
Townhouse	87	4%	70	5%	157	4%
House (1-3)	761	35%	601	41%	1362	38%
House (4+)	1185	55%	707	48%	1892	52%
Other	32	1%	16	1%	48	1%
Total	2146	100%	1475	100%	3621	100%

What collection frequency best suits the needs of your household?

- **Overall preference:** Most respondents (83%) select weekly garbage collection with fortnightly food and garden waste collection.
- **Small houses (1-3 Bedrooms):** In small houses, 82% choose weekly garbage with fortnightly garden waste collection, aligning closely with the overall trend.
- **Large houses (4+ Bedrooms):** Among large houses, 84% prefer weekly garbage and fortnightly garden waste collection, showing slightly higher preference than smaller houses.
- **Townhouses:** In townhouses, 85% select the weekly/fortnightly collection schedule, similar to large houses.
- **Units:** Unit residents show a preference of 77% for weekly garbage and fortnightly garden collection, which is somewhat lower than in other household types.
- **Other:** In the “Other” category, 75% of respondents select weekly garbage and fortnightly garden waste collection, aligning closely with unit residents.

	Weekly garbage and fortnightly food and garden waste		Fortnightly garbage and weekly food and garden waste		Total	
	No.	%	No.	%	No.	%
Unit	124	77%	38	23%	162	100%
Townhouse	133	85%	24	15%	157	100%
House (1-3)	1118	82%	244	18%	1362	100%
House (4+)	1597	84%	295	16%	1892	100%
Other	36	75%	12	25%	48	100%
Total	3008	83%	613	17%	3621	100%

Do you currently have a food and garden waste bin?

- **Overall usage:** 80% of respondents report having a food and garden waste bin, indicating widespread usage across household types.
- **Small houses (1-3 bedrooms):** 83% of respondents in small houses report having a bin, aligning closely with the general trend.
- **Large houses (4+ bedrooms):** Among larger houses, 82% report having a bin, slightly below the rate in smaller houses.
- **Townhouses:** Only 45% of townhouse residents report having a bin, showing a markedly lower rate compared to other household types.
- **Units:** Unit residents show 67% usage of a food and garden waste bin, indicating below-average uptake compared to houses but higher than townhouses.
- **Other:** In the "Other" category, 75% of respondents have a food and garden waste bin, reflecting a mid-range usage level.

	Yes		No		Total	
	No.	%	No.	%	No.	%
Unit	109	67%	53	33%	162	100%
Townhouse	70	45%	87	55%	157	100%
House (1-3)	1126	83%	236	17%	1362	100%
House (4+)	1544	82%	348	18%	1892	100%
Other	36	75%	12	25%	48	100%
Total	2885	80%	736	20%	3621	100%

Do you currently have a food and garden waste bin?

- **Overall preference:** Across all household types, preference is split, with 58% of respondents from small and large houses selecting the larger 240L bin, while other household types (townhouses, units, and “other”) predominantly prefer the smaller 120L bin.
- **Small houses (1-3 Bedrooms):** Among small houses, 59% prefer the 240L bin, while 41% select the 120L option, indicating a slight majority preference for the larger size.
- **Large houses (4+ Bedrooms):** Larger houses show a stronger preference for the 240L bin, with 70% selecting it compared to 30% for the 120L bin.
- **Townhouses:** Most townhouse residents, 78%, favour the 120L bin, with a smaller 22% opting for the 240L bin, reflecting lower demand for larger bins.
- **Units:** Among unit residents, 64% select the 120L bin, while 36% choose the 240L option, aligning closely with townhouse preferences.
- **Other:** In the "Other" category, 67% select the 120L bin, with 33% opting for the 240L bin, showing alignment with units and townhouses.

	120L		240L		Total	
	No.	%	No.	%	No.	%
Unit	34	64%	19	36%	53	100%
Townhouse	68	78%	19	22%	87	100%
House (1-3)	96	41%	140	59%	236	100%
House (4+)	105	30%	243	70%	348	100%
Other	8	67%	4	33%	12	100%
Total	311	42%	425	58%	736	100%

With glass no longer going in the recycling bin from 2027, would a half-sized mixed recycling bin (120L) be enough for the recycling you produce at home?

- **Overall sufficiency:** 67% of respondents across all household types indicate that a 120L bin would not be sufficient, while 33% believe it would be adequate, reflecting widespread concerns about bin capacity.
- **Small houses (1-3 bedrooms):** In small houses, 62% find the 120L bin insufficient, while 38% consider it adequate, showing that a majority of small house residents perceive the 120L bin size as inadequate.
- **Large houses (4+ bedrooms):** Among residents of large houses, 73% report the 120L bin as insufficient, with 27% indicating it would be enough, reflecting a stronger perceived need for more capacity.
- **Townhouses:** 62% of townhouse residents find the 120L bin insufficient, with 38% indicating it would meet their needs.
- **Units:** Units have a balanced majority indicating sufficiency, with 55% considering the 120L bin adequate and 45% finding it insufficient, showing slight preference for the smaller bin size.
- **Other:** In the "Other" category, 67% report the 120L bin as insufficient, while 33% find it adequate, aligning closely with the preferences of small houses and townhouses.

	Yes		No		Total	
	No.	%	No.	%	No.	%
Unit	89	55%	73	45%	162	100%
Townhouse	60	38%	97	62%	157	100%
House (1-3)	523	38%	839	62%	1362	100%
House (4+)	506	27%	1386	73%	1892	100%
Other	16	33%	32	67%	48	100%
Total	1194	33%	2427	67%	3621	100%

Council is considering introducing fees for changes to waste collection services, such as additional charges for extra bins, reduced charges for smaller bins, and fees for changing bin sizes.

- **Overall opposition:** A majority of respondents, 43%, strongly oppose the introduction of fees, while 16% support the initiative, indicating that many households may have concerns about added costs.
- **Small houses (1-3 bedrooms):** Among smaller houses, 41% strongly oppose fees, with 17% in support, reflecting a relatively balanced opposition compared to the overall pattern.
- **Large houses (4+ bedrooms):** Larger households show similar levels of opposition, with 44% (840) strongly opposed and 15% supportive, aligning closely with the overall trend.
- **Townhouses:** In townhouses, 42% strongly oppose fees, with 13% in support, mirroring the concerns of small and large houses.
- **Units:** Units display a slightly lower opposition rate, with 34% strongly opposed and 18% supportive, indicating a relatively more diverse view on fees.
- **Other:** The “Other” category shows the highest level of strong opposition at 48%, and the lowest level of support with only 6%, suggesting significant resistance to additional fees among these households.

	Strongly oppose		Oppose		Neutral		Support		Strongly support		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Unit	55	34%	27	17%	32	20%	29	18%	19	12%	162	100%
Townhouse	66	42%	30	19%	32	20%	20	13%	9	6%	157	100%
House (1-3)	562	41%	209	15%	263	19%	227	17%	101	7%	1362	100%
House (4+)	840	44%	289	15%	365	19%	290	15%	108	6%	1892	100%
Other	23	48%	7	15%	12	25%	3	6%	3	6%	48	100%
Total	1546	43%	562	16%	704	19%	569	16%	240	7%	3621	100%

Suburb

What size glass bin would work best for your household?

- **Overall preference:** The 80L bin is the preferred size across all surveyed areas, with 63% of respondents selecting it, showing strong general support for smaller glass bins. The 120L bin follows with 28%, and the 240L bin is the least chosen, at 9%, indicating limited interest in larger options.
- **Suburb highlights:** Suburbs like Cranbourne North and Clyde North show a strong trend toward the 80L bin, consistent with the overall preference for smaller sizes.
- **120L bin preference:** Certain suburbs display a stronger inclination toward the 120L bin, particularly in Beaconsfield, where 75% of respondents choose this size, potentially indicating specific recycling needs or a smaller respondent base affecting results.
- **240L bin preference:** The 240L bin remains a niche choice, with limited interest but some support in suburbs like Clyde, indicating isolated demand for higher capacity in certain areas.

	80L		120L		240L		Total	
	No.	%	No.	%	No.	%	No.	%
Beaconsfield	2	25%	6	75%			8	100%
Berwick	430	62%	185	27%	81	12%	696	100%
Blind Bight	5	63%	2	25%	1	13%	8	100%
Botanic Ridge	28	61%	13	28%	5	11%	46	100%
Cannons Creek	1	50%	1	50%			2	100%
Clyde	95	61%	37	24%	24	15%	156	100%
Clyde North	247	68%	72	20%	43	12%	362	100%
Cranbourne	145	66%	50	23%	26	12%	221	100%
Cranbourne East	114	68%	40	24%	14	8%	168	100%
Cranbourne North	125	69%	36	20%	20	11%	181	100%
Cranbourne South	27	75%	8	22%	1	3%	36	100%
Cranbourne West	85	69%	27	22%	11	9%	123	100%

Devon Meadows	1	50%	1	50%			2	100%
Doveton	22	58%	13	34%	3	8%	38	100%
Endeavour Hills	137	62%	57	26%	26	12%	220	100%
Eumemmerring	5	50%	1	10%	4	40%	10	100%
Hallam	52	66%	19	24%	8	10%	79	100%
Hampton Park	112	60%	51	27%	24	13%	187	100%
Harkaway	2	67%			1	33%	3	100%
Junction Village	15	75%	4	20%	1	5%	20	100%
Lynbrook	37	67%	12	22%	6	11%	55	100%
Lyndhurst	19	56%	10	29%	5	15%	34	100%
Lysterfield					1	100%	1	100%
Lysterfield South	4	50%	2	25%	2	25%	8	100%
Narre Warren	209	61%	84	24%	50	15%	343	100%
Narre Warren North	57	60%	30	32%	8	8%	95	100%
Narre Warren South	201	57%	100	28%	52	15%	353	100%
Outside Casey	22	55%	14	35%	4	10%	40	100%
Pearcedale	9	43%	7	33%	5	24%	21	100%
Tooradin	7	78%	1	11%	1	11%	9	100%
Warneet	2	67%	1	33%			3	100%
N/A	54	58%	25	27%	14	15%	93	100%
Total	2271	63%	909	25%	441	12%	3621	100%

How often would you need a dedicated glass bin to be collected?

- **Overall preference:** Monthly collection is the most common choice, with 59% of respondents across all suburbs selecting it. Larger suburbs, such as Berwick and Cranbourne North (65%), reflect this general trend, indicating a slight preference for monthly collection.
- **Bi-Monthly preference:** Some suburbs, such as Clyde, show a relatively close preference split, with 53% favouring monthly collection and 47% preferring bi-monthly. This suggests similar recycling needs but a minor variance in collection frequency preference.
- **Mixed preferences:** In several of the larger suburbs, preferences between monthly and bi-monthly are almost evenly split. For instance, Cranbourne and Narre Warren South show a balanced view, with 55% and 64% choosing monthly collection, respectively, and a sizable portion favouring bi-monthly. This reflects that both options are viable for residents in these areas.

	Monthly		Bi-Monthly		Total	
	No.	%	No.	%	No.	%
Beaconsfield	6	75%	2	25%	8	100%
Berwick	421	60%	275	40%	696	100%
Blind Bight	3	38%	5	63%	8	100%
Botanic Ridge	27	59%	19	41%	46	100%
Cannons Creek	2	100%			2	100%
Clyde	82	53%	74	47%	156	100%
Clyde North	204	56%	158	44%	362	100%
Cranbourne	122	55%	99	45%	221	100%
Cranbourne East	98	58%	70	42%	168	100%
Cranbourne North	117	65%	64	35%	181	100%
Cranbourne South	18	50%	18	50%	36	100%
Cranbourne West	64	52%	59	48%	123	100%

Devon Meadows	1	50%	1	50%	2	100%
Doveton	24	63%	14	37%	38	100%
Endeavour Hills	135	61%	85	39%	220	100%
Eumemmerring	6	60%	4	40%	10	100%
Hallam	42	53%	37	47%	79	100%
Hampton Park	100	53%	87	47%	187	100%
Harkaway	3	100%			3	100%
Junction Village	13	65%	7	35%	20	100%
Lynbrook	32	58%	23	42%	55	100%
Lyndhurst	18	53%	16	47%	34	100%
Lysterfield	1	100%			1	100%
Lysterfield South	7	88%	1	13%	8	100%
Narre Warren	219	64%	124	36%	343	100%
Narre Warren North	62	65%	33	35%	95	100%
Narre Warren South	224	63%	129	37%	353	100%
Outside Casey	24	60%	16	40%	40	100%
Pearcedale	17	81%	4	19%	21	100%
Tooradin	4	44%	5	56%	9	100%
Warneet	1	33%	2	67%	3	100%
N/A	49	53%	44	47%	93	100%
Total	2146	59%	1475	41%	3621	100%

What collection frequency best suits the needs of your household?

- **Overall preference:** Weekly garbage collection combined with fortnightly food and garden waste collection is preferred by 83% of respondents, reflecting broad community alignment with this schedule.
- **High preference examples:** Well-represented suburbs such as Cranbourne North (85%) and Clyde North (84%) show strong alignment with the overall trend, indicating that this collection schedule meets the needs of a substantial portion of residents in these larger communities.
- **Lower preference examples:** In some larger suburbs, preference for this schedule is slightly lower. For example, Narre Warren South (76%) and Berwick (79%) show moderate variation from the overall trend, suggesting unique waste management needs or household characteristics.

	Weekly garbage and fortnightly food and garden waste		Fortnightly garbage and weekly food and garden waste		Total	
	No.	%	No.	%	No.	%
Beaconsfield	6	75%	2	25%	8	100%
Berwick	556	80%	140	20%	696	100%
Blind Bight	8	100%			8	100%
Botanic Ridge	40	87%	6	13%	46	100%
Cannons Creek	2	100%			2	100%
Clyde	142	91%	14	9%	156	100%
Clyde North	311	86%	51	14%	362	100%
Cranbourne	190	86%	31	14%	221	100%
Cranbourne East	145	86%	23	14%	168	100%
Cranbourne North	142	78%	39	22%	181	100%
Cranbourne South	31	86%	5	14%	36	100%
Cranbourne West	104	85%	19	15%	123	100%
Devon Meadows	1	50%	1	50%	2	100%

Doveton	33	87%	5	13%	38	100%
Endeavour Hills	176	80%	44	20%	220	100%
Eumemmerring	8	80%	2	20%	10	100%
Hallam	65	82%	14	18%	79	100%
Hampton Park	156	83%	31	17%	187	100%
Harkaway	3	100%			3	100%
Junction Village	16	80%	4	20%	20	100%
Lynbrook	47	85%	8	15%	55	100%
Lyndhurst	33	97%	1	3%	34	100%
Lysterfield	1	100%			1	100%
Lysterfield South	6	75%	2	25%	8	100%
Narre Warren	289	84%	54	16%	343	100%
Narre Warren North	73	77%	22	23%	95	100%
Narre Warren South	294	83%	59	17%	353	100%
Outside Casey	32	80%	8	20%	40	100%
Pearcedale	16	76%	5	24%	21	100%
Tooradin	8	89%	1	11%	9	100%
Warneet	2	67%	1	33%	3	100%
N/A	72	77%	21	23%	93	100%
Total	3008	83%	613	17%	3621	100%

Do you currently have a food and garden waste bin?

- **Overall usage:** Across the suburbs, 80% of respondents report having a food and garden waste bin, indicating a broad adoption of the service.
- **High usage examples:** In well-represented areas, Berwick shows 82% usage, while Clyde North has 76% usage. These numbers align with the overall trend, reflecting solid support for food and garden waste bins in these larger suburbs.
- **Moderate usage examples:** Clyde has a usage rate of 75%, slightly lower than the overall average of 80%.

	Yes		No		Total	
	No.	%	No.	%	No.	%
Beaconsfield	5	63%	3	38%	8	100%
Berwick	570	82%	126	18%	696	100%
Blind Bight	8	100%			8	100%
Botanic Ridge	43	93%	3	7%	46	100%
Cannons Creek	2	100%			2	100%
Clyde	117	75%	39	25%	156	100%
Clyde North	276	76%	86	24%	362	100%
Cranbourne	172	78%	49	22%	221	100%
Cranbourne East	128	76%	40	24%	168	100%
Cranbourne North	146	81%	35	19%	181	100%
Cranbourne South	25	69%	11	31%	36	100%
Cranbourne West	98	80%	25	20%	123	100%
Devon Meadows	1	50%	1	50%	2	100%
Doveton	32	84%	6	16%	38	100%
Endeavour Hills	178	81%	42	19%	220	100%
Eumemmerring	7	70%	3	30%	10	100%

Hallam	58	73%	21	27%	79	100%
Hampton Park	154	82%	33	18%	187	100%
Harkaway	2	67%	1	33%	3	100%
Junction Village	19	95%	1	5%	20	100%
Lynbrook	49	89%	6	11%	55	100%
Lyndhurst	24	71%	10	29%	34	100%
Lysterfield	1	100%			1	100%
Lysterfield South	7	88%	1	13%	8	100%
Narre Warren	266	78%	77	22%	343	100%
Narre Warren North	75	79%	20	21%	95	100%
Narre Warren South	289	82%	64	18%	353	100%
Outside Casey	30	75%	10	25%	40	100%
Pearcedale	17	81%	4	19%	21	100%
Tooradin	7	78%	2	22%	9	100%
Warneet	2	67%	1	33%	3	100%
N/A	77	83%	16	17%	93	100%
Total	2885	80%	736	20%	3621	100%

It will soon be a requirement that all households have a food and garden waste bin; what size would best suit your needs?

- **Overall preference:** Across all suburbs, respondents show a mix of preferences, with 58% favouring the larger 240L bin and 42% opting for the 120L bin. This trend suggests a moderate preference for the larger bin across the community, with some areas showing distinct preferences for one size over the other, reflecting specific household needs.
- **120L bin preference:** In suburbs like Beaconsfield and Cranbourne South, a notable 67% and 64%, respectively, prefer the smaller 120L bin, reflecting a stronger inclination toward smaller bin sizes in these areas.
- **240L bin preference:** In suburbs such as Botanic Ridge (67%) and Cranbourne North (71%), the majority favour the larger 240L bin, indicating higher garden waste needs in these areas.

	120L		240L		Total	
	No.	%	No.	%	No.	%
Beaconsfield	2	67%	1	33%	3	100%
Berwick	48	38%	78	62%	126	100%
Botanic Ridge	1	33%	2	67%	3	100%
Clyde	21	54%	18	46%	39	100%
Clyde North	57	66%	29	34%	86	100%
Cranbourne	18	37%	31	63%	49	100%
Cranbourne East	17	43%	23	58%	40	100%
Cranbourne North	10	29%	25	71%	35	100%
Cranbourne South	7	64%	4	36%	11	100%
Cranbourne West	13	52%	12	48%	25	100%
Devon Meadows	1	100%			1	100%
Doveton	2	33%	4	67%	6	100%
Endeavour Hills	16	38%	26	62%	42	100%

Eumemmerring	3	100%			3	100%
Hallam	6	29%	15	71%	21	100%
Hampton Park	9	27%	24	73%	33	100%
Harkaway			1	100%	1	100%
Junction Village	1	100%			1	100%
Lynbrook	2	33%	4	67%	6	100%
Lyndhurst	3	30%	7	70%	10	100%
Lysterfield South			1	100%	1	100%
Narre Warren	28	36%	49	64%	77	100%
Narre Warren North	5	25%	15	75%	20	100%
Narre Warren South	18	28%	46	72%	64	100%
Outside Casey	6	60%	4	40%	10	100%
Pearcedale	3	75%	1	25%	4	100%
Tooradin	1	50%	1	50%	2	100%
Warneet	1	100%			1	100%
N/A	12	75%	4	25%	16	100%
Total	311	42%	425	58%	736	100%

With glass no longer going in the recycling bin from 2027, would a half-sized mixed recycling bin (120L) be enough for the recycling you produce at home?

- **Overall sufficiency:** Across all respondents, 67% indicate that a half-sized 120L mixed recycling bin would not be sufficient, while 33% find it adequate for their household recycling needs.
- **Large suburb trends:** In more populated suburbs, the majority found the 120L bin insufficient: This includes Berwick (69%), Clyde North (70%) and Narre Warren South (69%).
- **Moderate acceptance:** Some suburbs showed slightly higher acceptance of the 120L bin, including Endeavour Hills (41%), Hallam (43%) and Cranbourne East (35%).

	Yes		No		Total	
	No.	%	No.	%	No.	%
Beaconsfield	3	38%	5	63%	8	100%
Berwick	215	31%	481	69%	696	100%
Blind Bight	1	13%	7	88%	8	100%
Botanic Ridge	11	24%	35	76%	46	100%
Cannons Creek	1	50%	1	50%	2	100%
Clyde	55	35%	101	65%	156	100%
Clyde North	108	30%	254	70%	362	100%
Cranbourne	68	31%	153	69%	221	100%
Cranbourne East	59	35%	109	65%	168	100%
Cranbourne North	60	33%	121	67%	181	100%
Cranbourne South	11	31%	25	69%	36	100%
Cranbourne West	42	34%	81	66%	123	100%
Devon Meadows	2	100%			2	100%
Doveton	14	37%	24	63%	38	100%

Endeavour Hills	90	41%	130	59%	220	100%
Eumemmerring	5	50%	5	50%	10	100%
Hallam	34	43%	45	57%	79	100%
Hampton Park	63	34%	124	66%	187	100%
Harkaway			3	100%	3	100%
Junction Village	7	35%	13	65%	20	100%
Lynbrook	20	36%	35	64%	55	100%
Lyndhurst	9	26%	25	74%	34	100%
Lysterfield			1	100%	1	100%
Lysterfield South	1	13%	7	88%	8	100%
Narre Warren	117	34%	226	66%	343	100%
Narre Warren North	27	28%	68	72%	95	100%
Narre Warren South	110	31%	243	69%	353	100%
Outside Casey	11	28%	29	73%	40	100%
Pearcedale	3	14%	18	86%	21	100%
Tooradin	3	33%	6	67%	9	100%
Warneet	2	67%	1	33%	3	100%
N/A	42	45%	51	55%	93	100%
Total	1194	33%	2427	67%	3621	100%

Council is considering introducing fees for changes to waste collection services, such as additional charges for extra bins, reduced charges for smaller bins, and fees for changing bin sizes.

- Overall sentiment:** Across all respondents, 43% express strong opposition to the introduction of fees, with 16% supporting the changes. This indicates general reluctance to incur additional costs related to waste management.
- Suburb-level trends:** Larger suburbs such as Berwick (41% strongly oppose), Cranbourne (48% strongly oppose), and Clyde North (43% strongly oppose) demonstrate similar levels of opposition, reflecting a consistent trend across well-represented areas with minor variations.
- Moderate support areas:** Suburbs like Cranbourne East, where 17% of respondents support the introduction of fees, show a slightly higher acceptance.

	Strongly Oppose		Oppose		Neutral		Support		Strongly support		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Beaconsfield	3	38%	2	25%	2	25%	1	13%			8	100%
Berwick	283	41%	112	16%	134	19%	123	18%	44	6%	696	100%
Blind Bight	3	38%	1	13%	4	50%					8	100%
Botanic Ridge	13	28%	13	28%	10	22%	6	13%	4	9%	46	100%
Cannons Creek	1	50%			1	50%					2	100%
Clyde	67	43%	24	15%	32	21%	22	14%	11	7%	156	100%
Clyde North	155	43%	49	14%	78	22%	65	18%	15	4%	362	100%
Cranbourne	106	48%	33	15%	41	19%	32	14%	9	4%	221	100%
Cranbourne East	69	41%	25	15%	30	18%	29	17%	15	9%	168	100%
Cranbourne North	87	48%	22	12%	32	18%	32	18%	8	4%	181	100%
Cranbourne South	18	50%	4	11%	7	19%	6	17%	1	3%	36	100%
Cranbourne West	50	41%	22	18%	29	24%	13	11%	9	7%	123	100%
Devon Meadows							2	100%			2	100%

Doveton	14	37%	9	24%	8	21%	6	16%	1	3%	38	100%
Endeavour Hills	96	44%	28	13%	49	22%	29	13%	18	8%	220	100%
Eumemmerring	4	40%	1	10%	3	30%	2	20%			10	100%
Hallam	31	39%	13	16%	19	24%	12	15%	4	5%	79	100%
Hampton Park	73	39%	37	20%	30	16%	34	18%	13	7%	187	100%
Harkaway	1	33%	1	33%	1	33%					3	100%
Junction Village	5	25%	3	15%	4	20%	5	25%	3	15%	20	100%
Lynbrook	25	45%	8	15%	6	11%	10	18%	6	11%	55	100%
Lyndhurst	13	38%	7	21%	6	18%	3	9%	5	15%	34	100%
Lysterfield	1	100%									1	100%
Lysterfield South	5	63%	1	13%	1	13%			1	13%	8	100%
Narre Warren	142	41%	53	15%	66	19%	54	16%	28	8%	343	100%
Narre Warren North	44	46%	14	15%	18	19%	11	12%	8	8%	95	100%
Narre Warren South	163	46%	54	15%	60	17%	53	15%	23	7%	353	100%
Outside Casey	19	48%	6	15%	10	25%	4	10%	1	3%	40	100%
Pearcedale	8	38%	6	29%	5	24%	1	5%	1	5%	21	100%
Tooradin	5	56%			2	22%			2	22%	9	100%
Warneet	1	33%	1	33%	1	33%					3	100%
N/A	41	44%	13	14%	15	16%	14	15%	10	11%	93	100%
Total	1546	43%	562	16%	704	19%	569	16%	240	7%	3621	100%

Age

Council is considering introducing fees for changes to waste collection services, such as additional charges for extra bins, reduced charges for smaller bins, and fees for changing bin sizes.

- **Overall sentiment:** Across all age groups, 43% of respondents strongly oppose the introduction of fees, with 16% in support. This trend reflects general resistance to additional costs for waste management services.
- **Higher opposition among middle and older age groups:** The age groups 55-59 and 60-64 report the highest levels of strong opposition at 47% and 50%, respectively. This heightened opposition may reflect financial concerns or reluctance to incur new fees among these age demographics, which represent a substantial portion of the respondent base.
- **Varied pinions among younger age groups:** Younger respondents, particularly those aged 15-19, show a more balanced distribution of opinions, with 19% supporting and 10% strongly supporting the fee changes, indicating a slightly higher acceptance rate in contrast to the older age groups.

	Strongly oppose		Oppose		Neutral		Support		Strongly support		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
1-9	2	50%					1	25%	1	25%	4	100%
10-14			4	29%	7	50%	2	14%	1	7%	14	100%
15-19	11	23%	12	25%	11	23%	9	19%	5	10%	48	100%
20-24	29	28%	22	22%	21	21%	21	21%	9	9%	102	100%
25-29	95	37%	41	16%	64	25%	40	16%	16	6%	256	100%
30-34	164	38%	78	18%	98	23%	70	16%	25	6%	435	100%
35-39	231	43%	65	12%	106	20%	93	17%	37	7%	532	100%
40-44	191	42%	75	17%	93	21%	58	13%	36	8%	453	100%
45-49	163	45%	54	15%	61	17%	63	18%	18	5%	359	100%
50-54	165	48%	50	14%	58	17%	45	13%	28	8%	346	100%
55-59	134	47%	44	15%	50	17%	44	15%	16	6%	288	100%

60-64	141	50%	38	13%	49	17%	44	15%	12	4%	284	100%
65-69	94	45%	37	18%	35	17%	31	15%	13	6%	210	100%
70-74	57	40%	22	15%	30	21%	22	15%	13	9%	144	100%
75-79	23	37%	9	15%	9	15%	14	23%	7	11%	62	100%
80-84	9	36%	4	16%	4	16%	6	24%	2	8%	25	100%
85+	8	67%	1	8%	3	25%					12	100%
N/A	29	62%	6	13%	5	11%	6	13%	1	2%	47	100%
Total	1546	43%	562	16%	704	19%	569	16%	240	7%	3621	100%

Appendix 1 - Suburbs and number of respondents

Suburbs	No.	%
Berwick	696	19%
Clyde North	362	10%
Narre Warren South	353	10%
Narre Warren	343	9%
Cranbourne	221	6%
Endeavour Hills	220	6%
Hampton Park	187	5%
Cranbourne North	181	5%
Cranbourne East	168	5%
Clyde	156	4%
Cranbourne West	123	3%
Narre Warren North	95	3%
Hallam	79	2%
Lynbrook	55	2%
Botanic Ridge	46	1%
Outside Casey	40	1%
Doveton	38	1%
Cranbourne South	36	1%
Lyndhurst	34	1%

Pearcedale	21	1%
Junction Village	20	1%
Eumemmerring	10	0%
Tooradin	9	0%
Beaconsfield	8	0%
Blind Bight	8	0%
Lysterfield South	8	0%
Harkaway	3	0%
Warneet	3	0%
Cannons Creek	2	0%
Devon Meadows	2	0%
Lysterfield	1	0%
N/A	93	3%
Total	3,621	100%

Appendix 2 - Facebook comments

An analysis was undertaken of project related comments on the City of Casey's Facebook page as shown below.

Comments express widespread concerns about the introduction of additional bins and fees. A significant number of comments reflect dissatisfaction with potential increases in council rates or fees, which many believe would disproportionately affect households with limited needs or storage space. Several respondents note frustration with the lack of opt-out options for specific bins, particularly for those who feel their waste production does not justify an additional bin.

Storage constraints are another recurring theme, with numerous residents highlighting the impracticality of accommodating multiple bins, especially in apartments or smaller properties. Additionally, older residents and pensioners raised concerns about affordability, seeking clarification on whether financial assistance would be available for those on fixed incomes.

A subset of commenters calls for improved services with existing bins, rather than introducing more. There's a request for transparency and choice, with some suggesting Casey should improve existing waste management solutions before implementing new charges.

Overall, feedback calls for flexibility and cost-effective solutions that take into account the diverse needs of households across the community.

Based on a comparative analysis of Facebook comments and the report findings, both reveal significant concerns regarding potential additional fees, bin sizes, and frequency of collection. However, while the survey reflects broad preferences and opposition to certain proposed changes, Facebook commenters emphasised issues such as affordability, opting out, and bin storage challenges more prominently.

In summary, the community is calling for a flexible, equitable waste management system that accommodates various household needs and financial circumstances.