

Greater Hume Council Kerbside Collection Community Feedback



Greater Hume Council is committed to using community feedback to review and make ongoing improvements to the way it manages waste and recovers recyclable resources. Council would be very grateful of your time in completing the following short Community Feedback Survey about the Kerbside Collection Service. Your survey responses will be kept confidential. We will use everyone's survey responses to seek to improve the future Kerbside Collection Service.

What is your name? Required

What is your phone number (for multiple phone numbers separate with a comma)? Required

What is your email address?

What is your address? (inc Street/Rural Number)

I live in (Select 1 option)

- Brocklesby
- Burrumbuttock
- Culcairn
- Gerogery
- Henty
- Holbrook
- Jindera
- Moven
- Walbundrie
- Walla Walla
- Woomargama

Domestic Kerbside Collection Service

1 Each household is provided with a Domestic Kerbside Collection Service, which includes the following items: - Two Bin System (waste: red-lidded bin, recycling: yellow-lidded bin - Free disposal of the following items at the Waste Facilities (glass, scrap metal, DrumMUSTER, paint, gas bottles, paper & cardboard, clean fill, smoke detectors, hard plastics, aluminium & steel, fire extinguishers and fluoro tubes/globes.) Were you aware that the service included all of these items? (Select 1 option)

- Yes
- No

2 How satisfied have you been with your Kerbside Collection Service provided by Council? Please tick one box on the scale below. (Select 1 or more options)

- Extremely satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Extremely dissatisfied

3 If you ticked extremely dissatisfied or somewhat dissatisfied, please indicate the reasons for this low score, please tick all that apply. (Select up to 5 options)

- Bad service from Council
- Bad service from Cleanaway
- Ongoing problems with bin collection
- Other, please specify.
- Other

Other, please specify

4 Have you experienced any issues with the collection of your kerbside bins during the last 12 months? (Select up to 3 options)

- NO, bins have been collected regularly with no problems
- YES, I have experienced some problems with the bin collection
- Other

If you selected YES, please indicate the problems you have, please specify.

5 Have you contacted Council about your Kerbside Bin Collection Service in the last 12 months? If NO progress to Organics/Green Waste Section (Question 9). (Select 1 option)

- Yes
- No

6 If YES, why did you contact Council? Please tick all that apply. (Select up to 5 options)

- Provide positive feedback
- Missed bins
- Repairs/broken bins
- New collection service
- Stolen bins
- Items being stolen from bins
- Items being put in my bins by other people
- Other, please specify below
- Other

Other

7 Were Council able to address your needs in a timely manner? (Select 1 option)

- Yes
- No

8 If NO, how can we improve our service?

Organics / Green Waste

Many councils across our region have implemented an organics service to remove kitchen food stuffs and green waste from the red lidded garbage bin. This is to assist reducing waste that goes to landfill.

The following items can be placed into an Organics Bin:

- Raw and cooked food scraps
- Vegetable peel and scraps
- Council approved green compostable liners
- Meat and fish bones
- Dairy products
- Oils and fats (absorb in paper towel first)
- Shredded and scrunched paper
- Tissues and paper towel
- Pizza boxes
- Feathers, human and animal hair
- Tea bags and coffee grinds
- Kitty litter
- Lawn clippings, leaves and weeds
- Branches 30cm or smaller

9 After reviewing the above would you be willing to have an organics collection service provided by Council and collected by the waste contractor? (Select 1 option)

- Yes
- No

10 If NO, please indicate why not, tick all that apply. (Select up to 5 options)

- Too much of a hassle to separate out the organics
- Our household does not normally have much organic waste
- Would prefer not to have so many bins
- Would need further details before deciding
- Cost prohibitive
- Other

Other

11 The cost for the organics collection service would be included in your rates and only be available to residents within the town areas. What would you deem to be an acceptable YEARLY cost for this service? (Select 1 or more options)

- \$40 - \$80
- \$80 - \$120
- \$120 - \$160

Recycling

12 For Council to realize your knowledge of what goes in the recycling bin, please tick the items below that you understand can be placed in your yellow-lidded recycling bin at home. (Select 1 or more options)

- Aerosol cans
- Magazines
- Wire fencing
- Cardboard
- Polystyrene
- Pet food tins
- Bagged recyclables
- Glass bottles

Communication / Information

13 Do you feel that you currently receive enough information about your kerbside bin service? (Select 1 option)

- Yes
- No

14 If NO please indicate areas where you need more information, please tick all that apply. (Select up to 4 options)

- Bin collection days including alternation between red and yellow-lidded bins
- What should go in each bin
- Where to place bins on the street
- Other

Other, please specify

15 What method would you prefer to receive information about your Kerbside Bin Collection Service? For example, this could be for updates about changes to bin collection days or changes to specific items that can go into each bin. Please tick all that you prefer. (Select 1 or more options)

- Council website - www.greaterhume.nsw.gov.au
- Facebook - Greater Hume Council
- Mail out
- Brochures/information packs available from Council facilities
- Television

Halve Waste Program

The Halve Waste Program is a joint initiative of Greater Hume and nearby councils. The overall goal of the Program is to reduce the amount of waste going to landfill by 50% with the following specific objectives:

- 1 Reduce the region's waste by active recycling.
- 2 Engage and inform the community about waste management.
- 3 Halve the total waste buried at the Greater Hume Waste Facilities.

16 Have you heard of the Halve Waste Program? (Select 1 option)

- Yes
- No

17 If YES, how did you hear about it? Please tick all that apply. (Select 1 or more options)

- Radio
- Social Media
- Television
- Greater Hume Council website
- Word of mouth
- Billboards, signage and truck advertising
- I cannot remember how I heard about it.

18 From what you know about the Halve Waste Program do you feel that Council and the community are making the changes needed to achieve these goals? (Select 1 option)

- Yes
- No

19 If NO, what changes do you think are required to meet the three objectives?

Thank you for completing this survey.

20 Council is seeking to operate a quality Kerbside Collection Service while reducing waste and keeping resident charges down. In this context do you have any ideas and comments for Council to consider in improving the Kerbside Collection Service?

End of the survey.

If you have any further questions or comments please contact Andrew Shaw, Manager Waste Facilities on 02 6036 0100 or mail@greaterhume.nsw.gov.au.

End of form