

Food Organics Garden Organics Survey

FINAL REPORT

6 May 2022

Background

The ACT Government's Food Organics Garden Organics (FOGO) collection pilot has been operating across Belconnen, Bruce, Cook and Macquarie.

To better understand how households have adjusted to FOGO, and to inform any future roll-out of the collection service, households in the pilot area were invited to provide feedback via an online survey.

The survey was initiated by Transport Canberra and City Services (TCCS) and developed in conjunction with the YourSay Panel team in CMTEDD.

A total of 1,620 individuals* from the 4,845 households in the pilot area completed the survey, a response rate of up to 34%.

Methodological notes:

- Households were invited to take part in the survey through several means including email, letterbox drop and social media channels
- Non-response bias may influence results, with those more interested in the topic choosing to take part



How many?

1,620

Who?

**Households in
pilot area**

When?

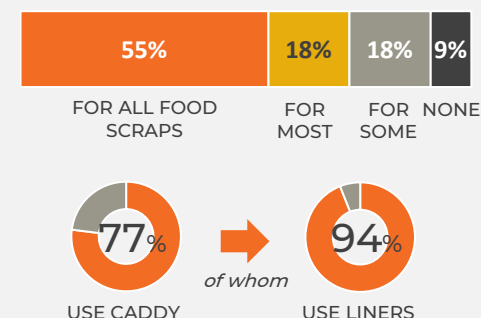
**6 April – 1 May
2022**

Key findings

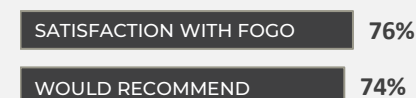
Overall, FOGO has been well supported

- Approximately nine out of ten households have been using FOGO to dispose of food scraps, with more than half disposing of all food scraps through the service
- Around three-quarters of households have been using the kitchen caddy and liners supplied for the FOGO pilot
- While a few issues are raised with the caddy and liners, including fit, style and moisture / mould, the majority of households feel that the caddy is about the right size (70%) and are satisfied with the liners supplied (73%)
- Overall, three-quarters of households are satisfied with the FOGO collection service and would recommend it to friends or family, whereas around one in ten express dissatisfaction with their experience
- Similarly, seven out of ten (72%) feel that FOGO is now a part of their everyday life, with the large majority (94%) of households finding the information resources useful in helping them to prepare and adjust
- Dissatisfaction with and adaptation to using FOGO is closely related to the issue of landfill bin collection and running out of space in the landfill bin

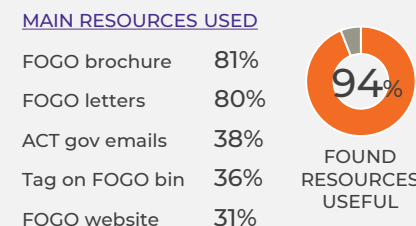
Use of FOGO



Experience



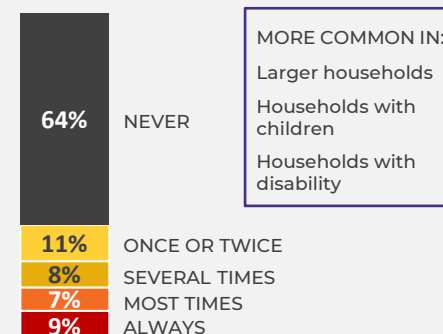
Engagement



But landfill collection brings challenges

- Approximately one third of households (36%) indicate that they have run out of space in their landfill bin at some stage during the FOGO pilot – almost one in ten running out of space every fortnight
- This is driven primarily by household situation (e.g. household size, presence of children), but can also be exacerbated by events such as renovations, large gatherings and bulky packaging
- More than half of all households (56%) are aware that an additional or larger landfill bin can be ordered, with those running out of space more likely to be aware (65%)
- However, there is currently not widespread appetite or intent to order an additional or larger bin, even among those who have run out of space (around 15-20%)
- The issue of running out of space in the landfill bin has a fundamental impact on a household's pilot experience, particularly for those who run out of space most or all fortnights – satisfaction with the experience is lower, they are less likely to have adapted to FOGO and are less likely to recommend it to others

Running out of space in landfill bin



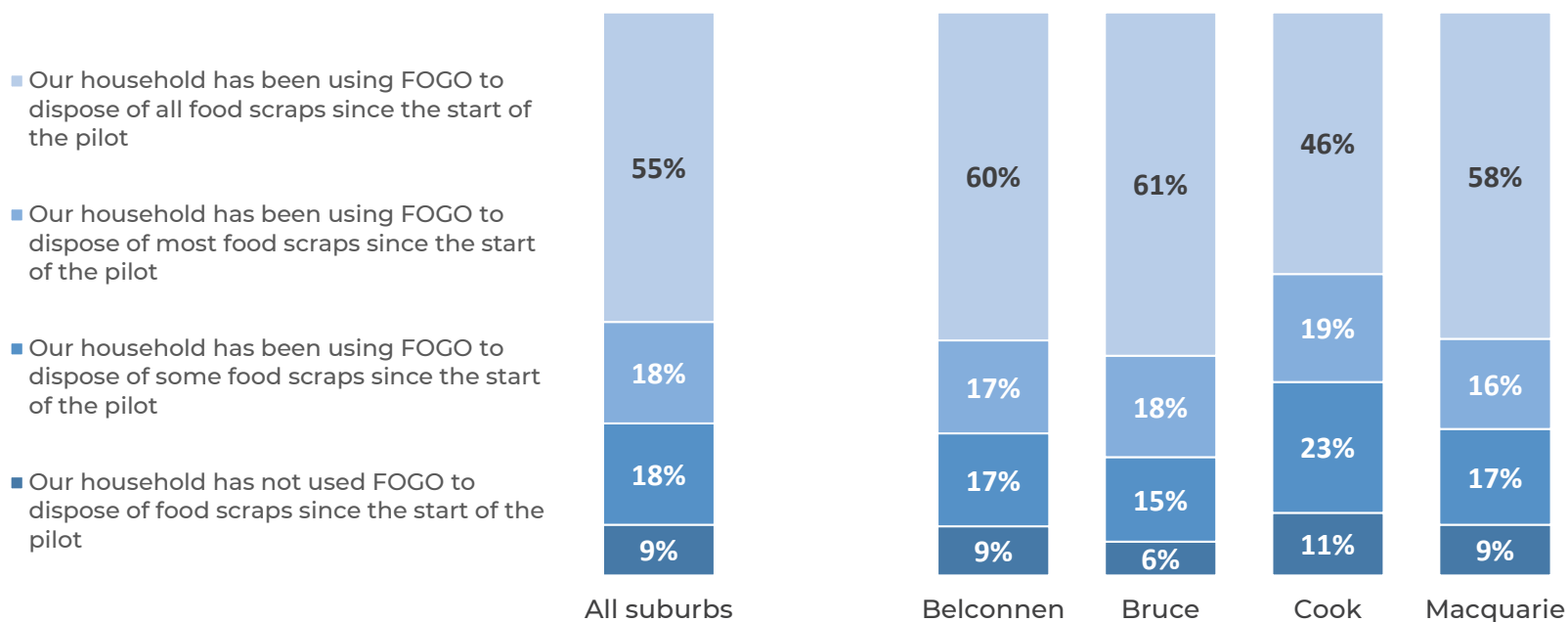
Impacting experience

	OUT OF LANDFILL BIN SPACE		
	NEVER	OCCAS	FREQ
Satisfaction with FOGO	96%	87%	52%
Satisfaction with landfill	81%	35%	4%
FOGO is part of routine	85%	67%	33%
Recommend FOGO to others	87%	66%	27%

Participation in FOGO

Nine out of ten are using FOGO for food waste, though Cook residents are less likely to dispose of all scraps this way

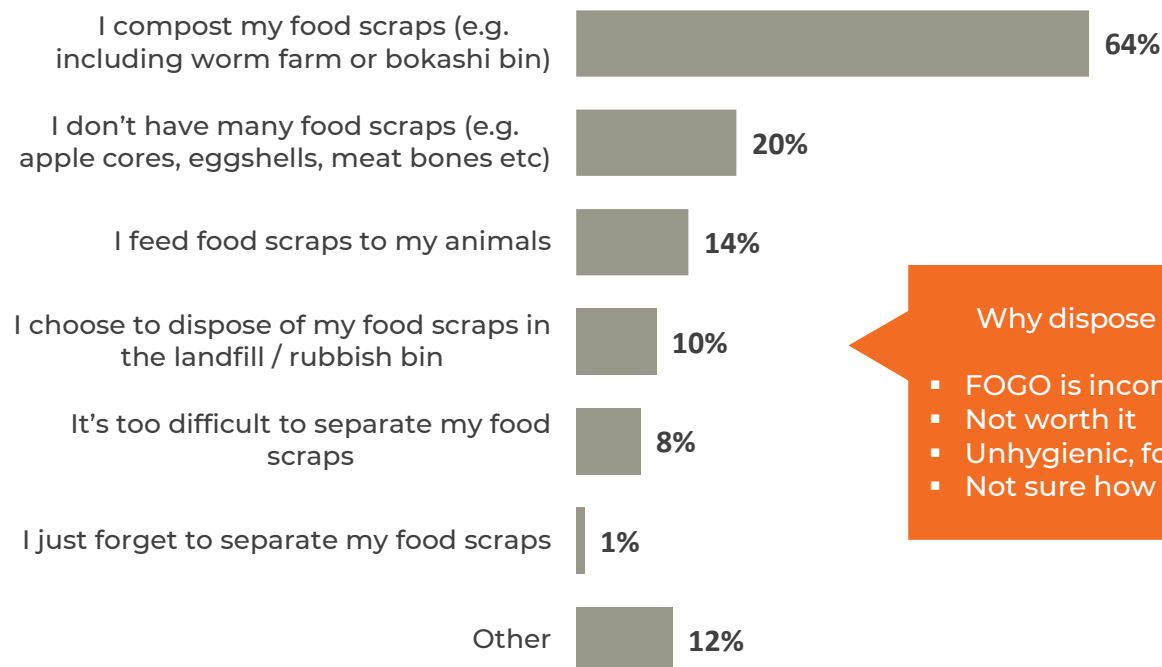
Q. Which of the following best describes your household's participation in the FOGO pilot?



Single person households are less likely to have participated (15%)

Most households not participating in FOGO dispose of food scraps through other means

Q. Is there a reason why your household hasn't been disposing of food scraps by using the FOGO bin?



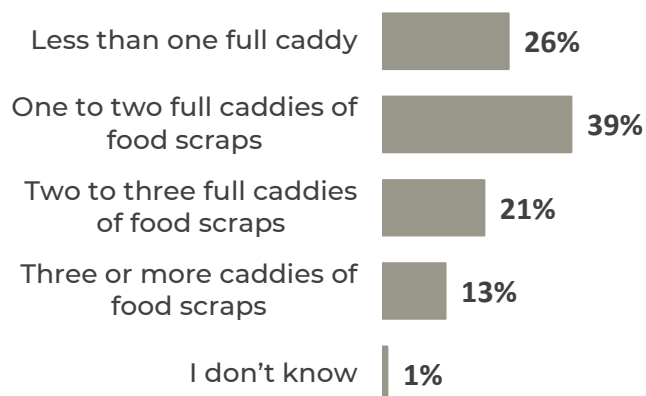
Why dispose of food scraps in landfill?

- FOGO is inconvenient / don't have time
- Not worth it
- Unhygienic, food waste rotting
- Not sure how it all works

Around two-thirds are disposing of up to two caddies of food scraps each week, a further third more than this

Q. Approximately how much food waste are you putting in the FOGO bin each week?

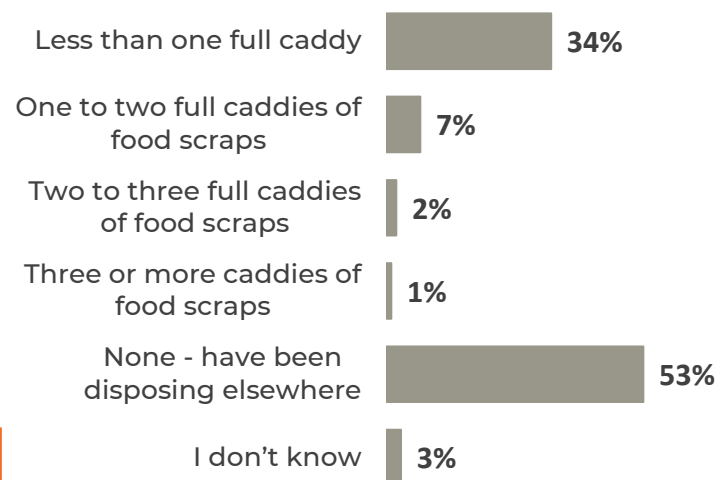
All who dispose of food waste using FOGO,
n=1473



The volume of food waste being disposed is closely related to household size and dwelling type

Q. And approximately how much food waste are you disposing of in the landfill / rubbish bin, if any at all?

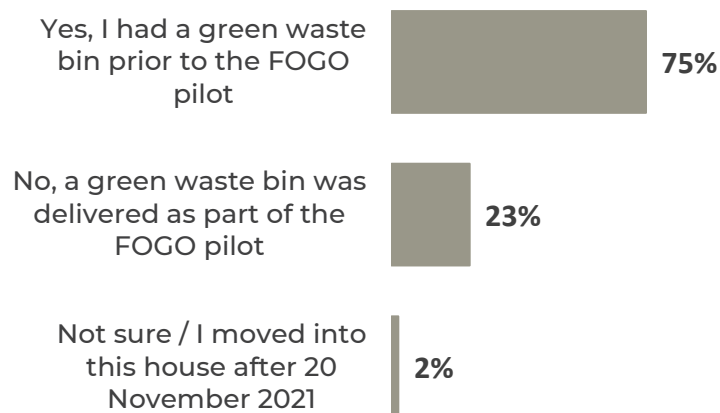
All who dispose of some food waste via landfill,
n=575



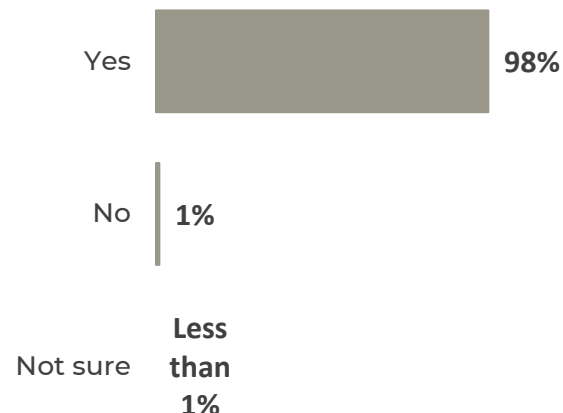
Use of bins and caddies

Most households without a green waste bin received one during the pilot, with almost all receiving a kitchen caddy

Q. Did you have a green waste bin at your household before the FOGO pilot began in November 2021?



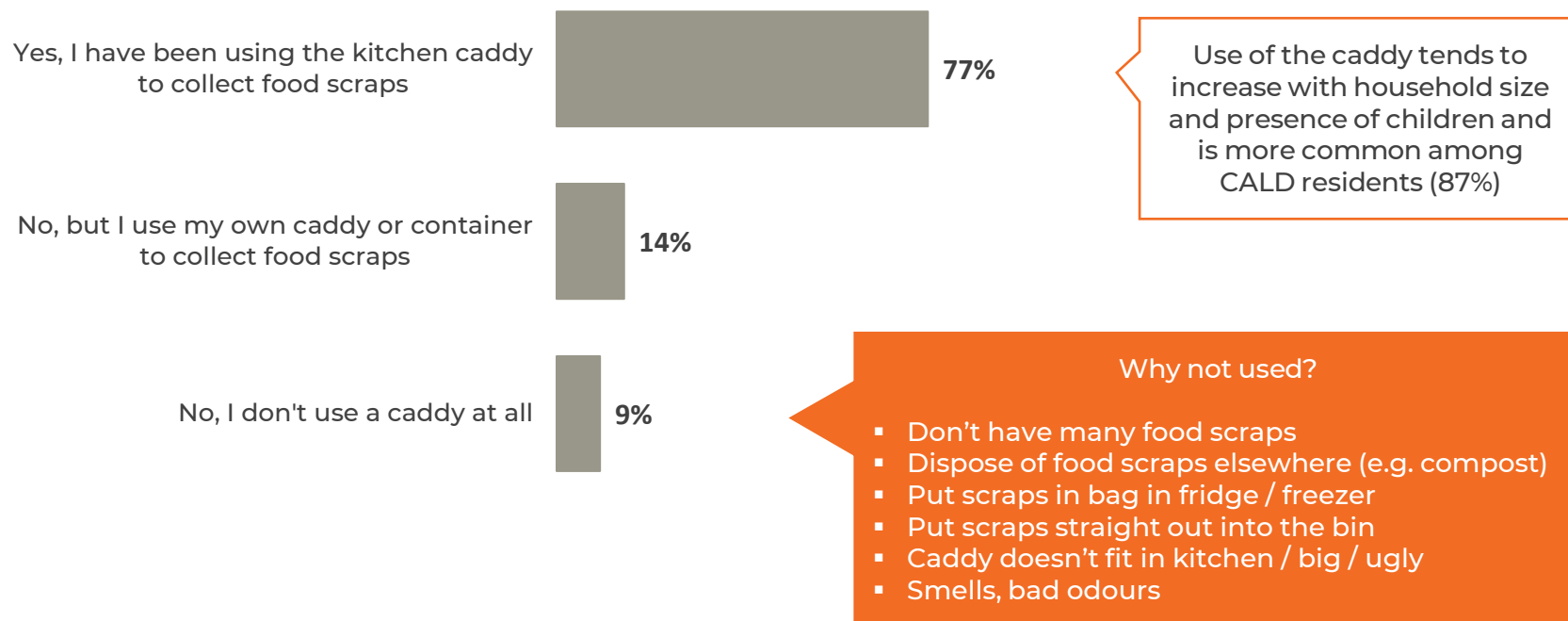
Q. Did you receive an ACT Government supplied kitchen caddy and roll of compostable kitchen caddy liners?



A green waste bin was more likely to be provided through the pilot to younger residents (35% of 16-34s) and those living in townhouses (32%) and apartments (59%)

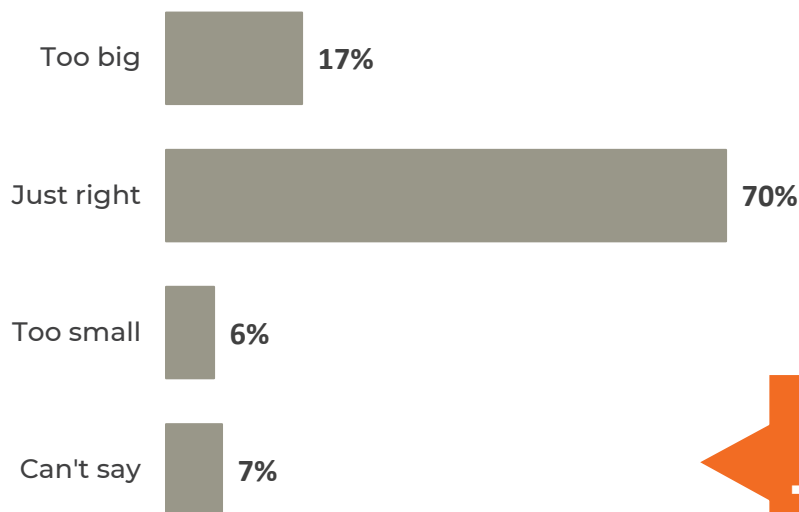
Three-quarters of households use the kitchen caddy supplied as part of the FOGO pilot

Q. Have you been using the kitchen caddy supplied for the FOGO pilot?



Seven out of ten feel the caddy size is about right, with those in smaller households more likely to think it is too big

Q. How do you find the size of the supplied kitchen caddy for your household?



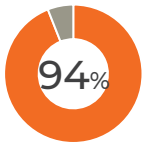
Single households (24%) and apartment dwellers (24%) are more likely to feel the caddy is too big

Issues or comments?

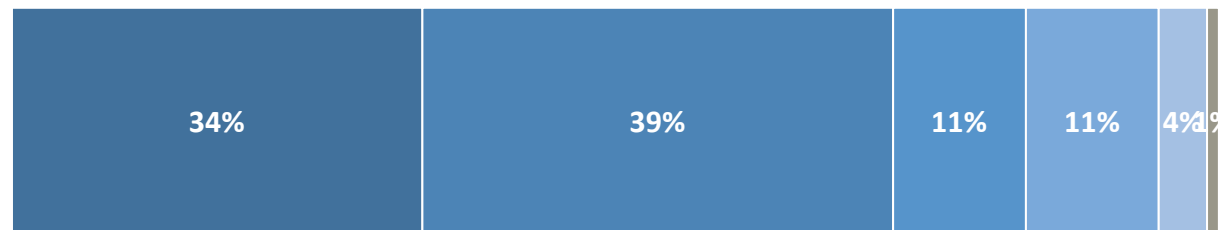
- The liners don't fit very well – too small / shape
- Awkward shape / design – e.g. to fit under sink
- Mould / moisture gathers quickly
- A bit ugly in our kitchen / doesn't match
- Handle and lid fall off easily

Though noting some issues, three-quarters of those using the caddy are satisfied with the compostable liners supplied

Q. How satisfied are you with the compostable liners supplied?



Use the
supplied
certified
compostable
liners



■ Very satisfied ■ Satisfied ■ Neither ■ Dissatisfied ■ Very dissatisfied ■ Don't know

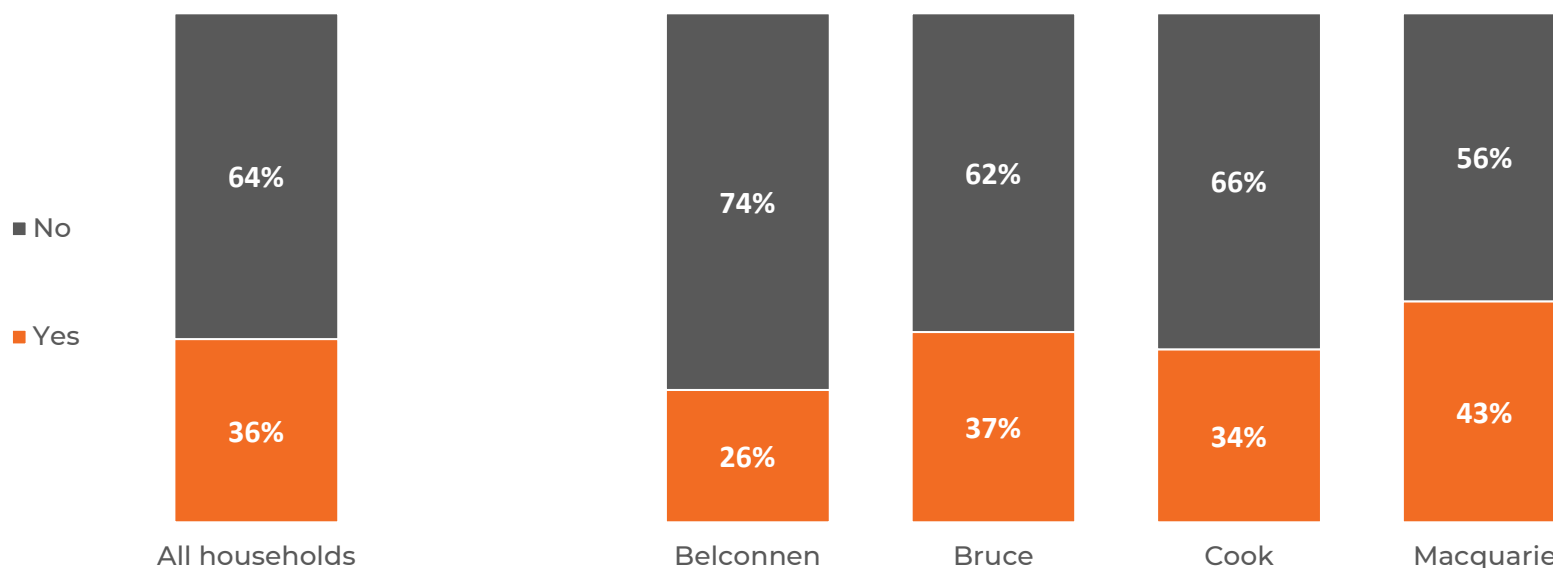
Issues or comments?

- Liners are a bit too small to fit in caddy
- Gather a lot of condensation, get wet, leak
- Don't seal very well – need a drawstring
- A bit fragile, can tend to tear
- Not enough supplied
- Where can I get more?

Landfill bin space

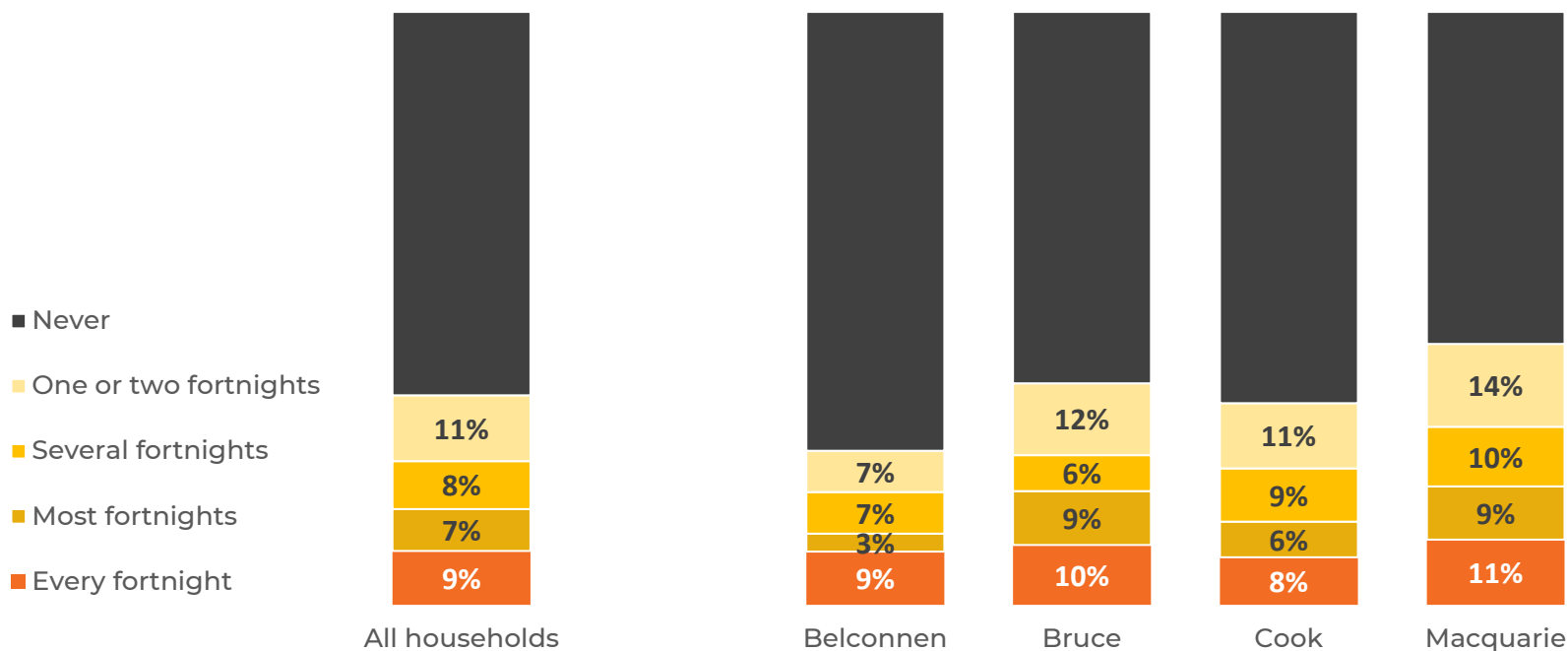
More than a third of households indicate running out of space in their landfill bin at some point during the pilot

Q. Since the FOGO pilot started, have you had any weeks when you have run out of space in your household landfill / rubbish bin?



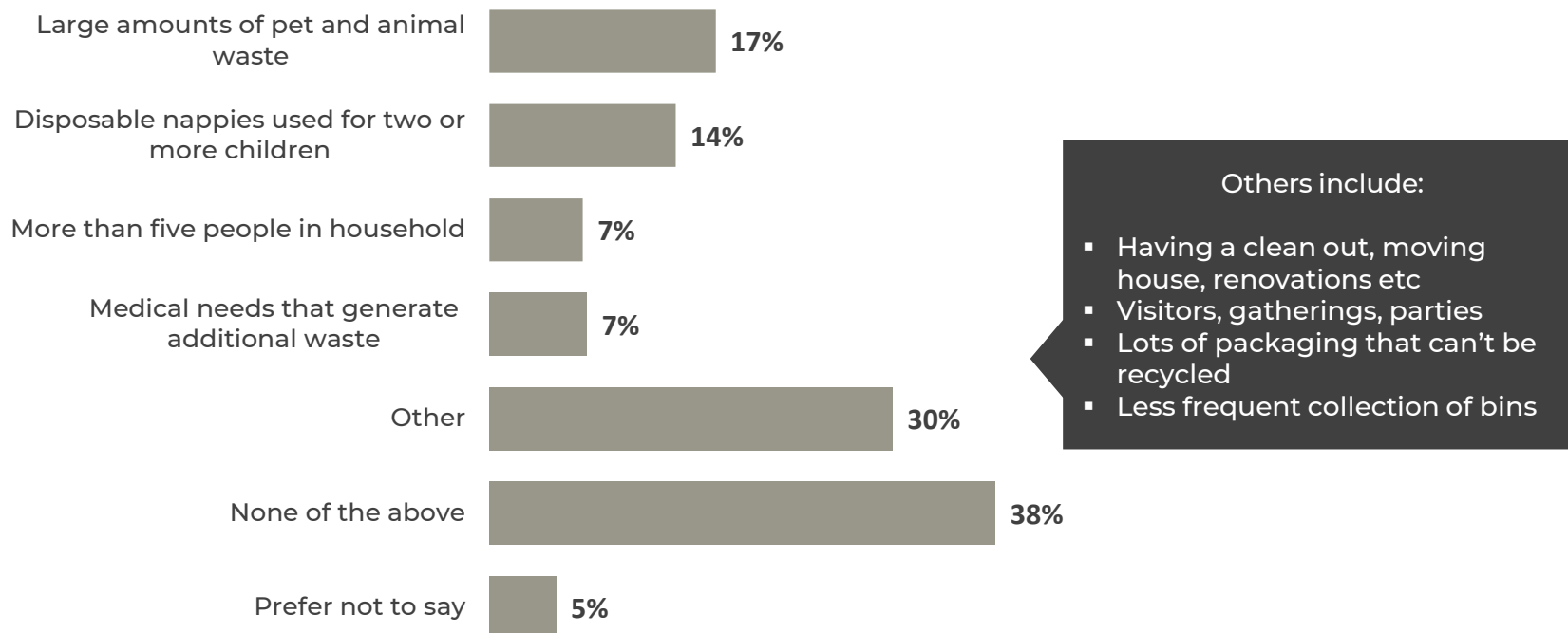
Breaking this down further, one in ten households say they are running out of space in their landfill bin every fortnight

Q. How often have you run out of space since the pilot began?



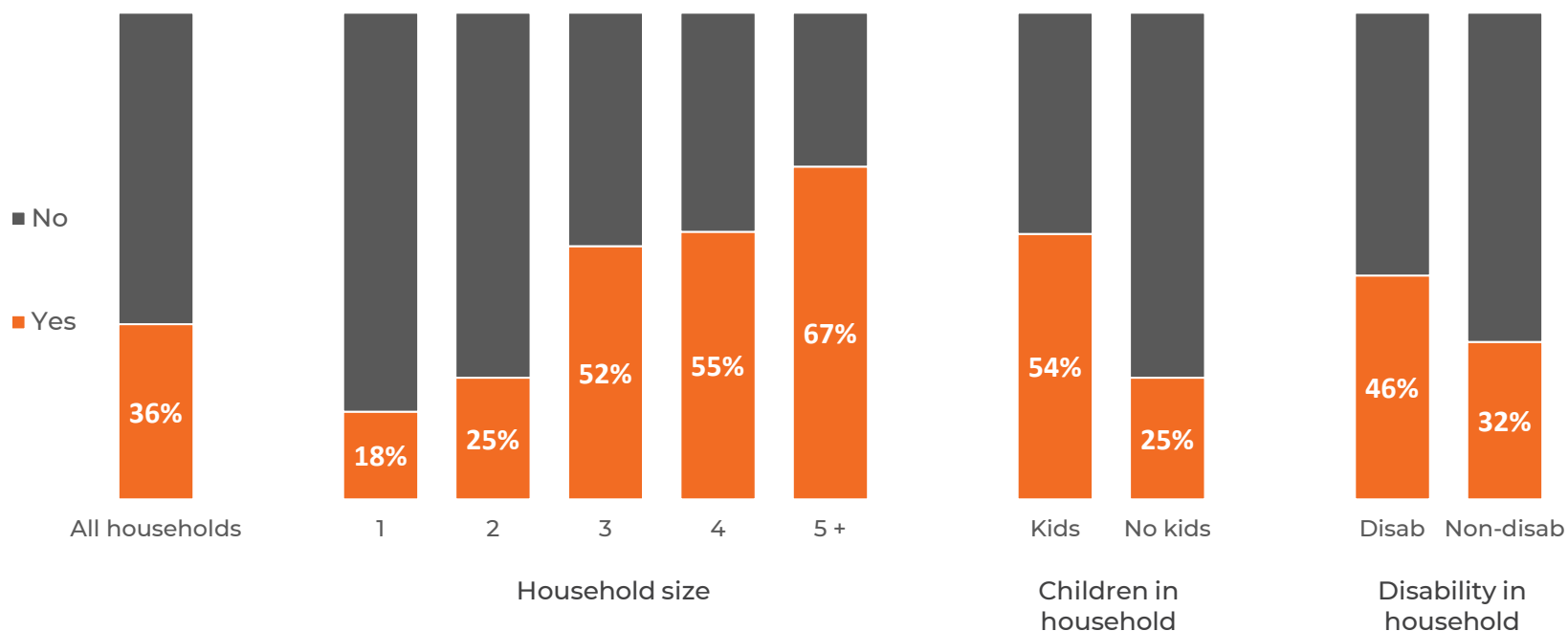
While there are some distinct items impacting landfill bin space, much appears to be 'general waste'

Q. Do any of the following contribute to your household generating a larger volume of landfill waste?



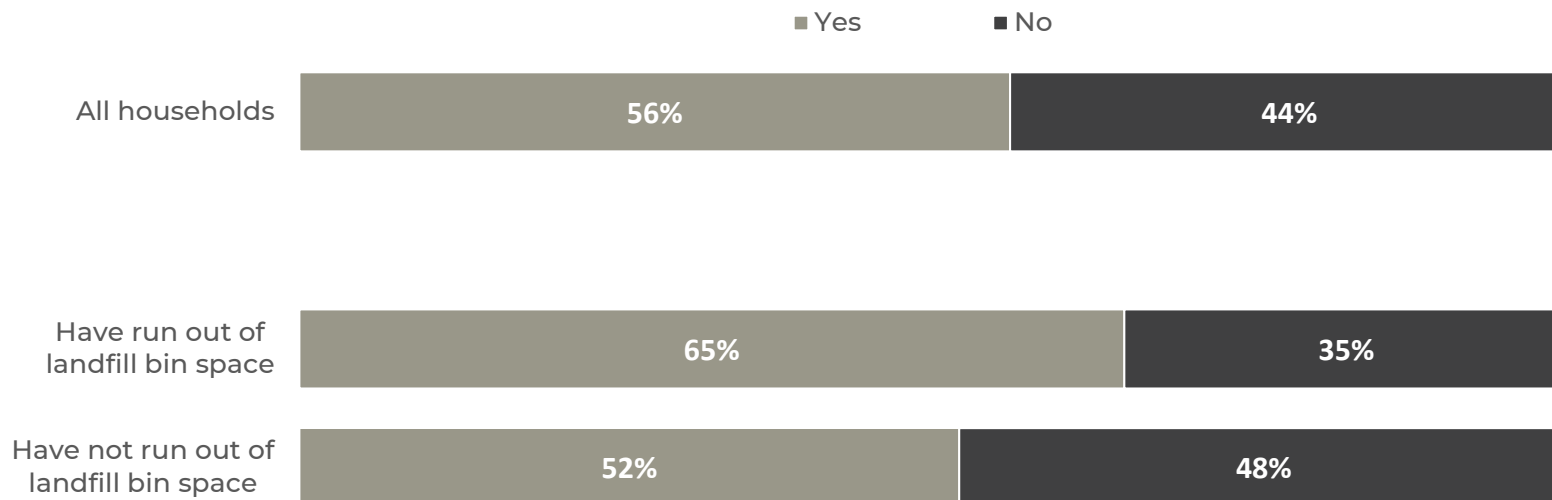
Household size and composition clearly influences the likelihood of running out of space in landfill bin

Q. Since the FOGO pilot started, have you had any weeks when you have run out of space in your household landfill / rubbish bin?



Over half of households are aware of the option to order a larger or additional landfill bin for a fee

Q. Before today, were you aware that you can order a larger or additional landfill / rubbish bin for an annual fee?

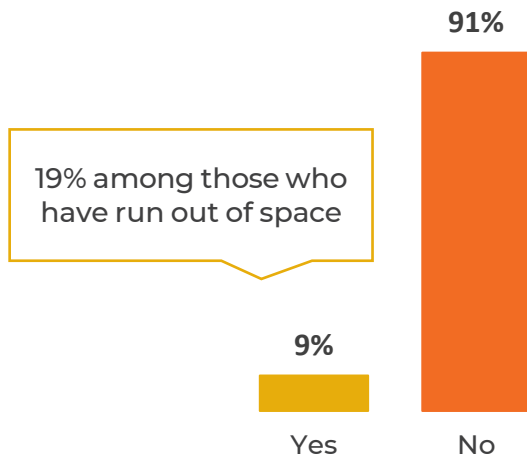


In addition, CALD respondents were less likely to indicate awareness of this (47%) compared to non-CALD (57%)

Consideration to order an extra or larger bin is quite low, even among those who have run out of space

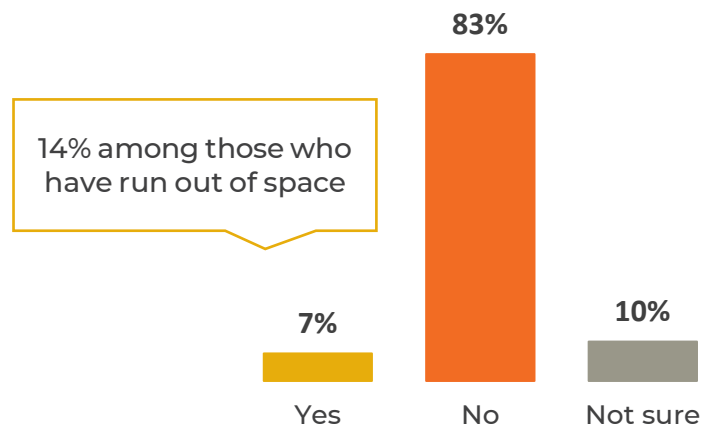
ALL AWARE CAN ORDER

Q. Have you chosen to order a larger or additional landfill / rubbish bin?



ALL UNAWARE CAN ORDER

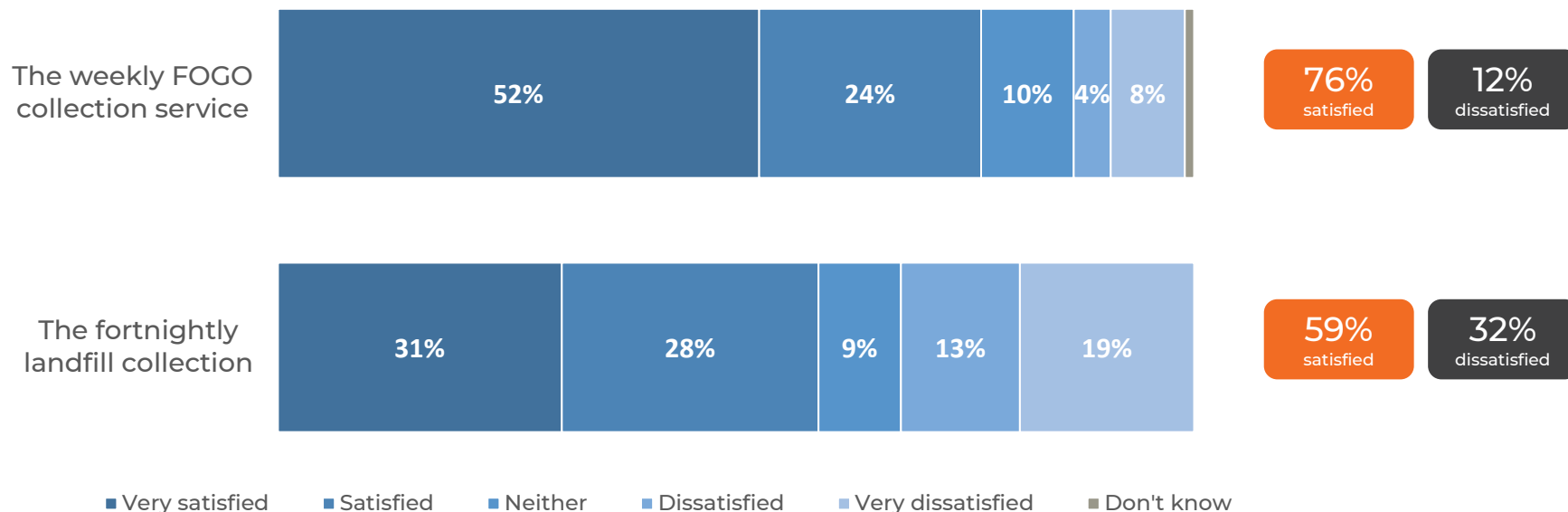
Q. Would you consider ordering a larger or additional landfill / rubbish bin for an annual fee?



FOGO pilot satisfaction and outcomes

There is high satisfaction with FOGO, tempered a little by concerns about fortnightly landfill collection

Q. Overall, how satisfied are you with...



Why satisfied with FOGO – common themes

It's the right thing to do for the environment

Convenient, easy to do

Helps me manage my waste, reduce trips to tip

Made household think more about waste / reducing waste

It's great to know green & food waste is not going to the tip, and reducing emissions and landfill.

It is easy to remember and makes us feel satisfied that we are helping the environment.

While I was previously partially composting food waste, the swap to complete recycling of all food waste has made a change of behaviour. The biggest change is noticing how much soft plastics now enter the general rubbish bin. We have started collecting them separately to dispose of at supermarkets.

Fantastic initiative. We have really reduced our garbage.

Why dissatisfied with FOGO – common themes

The switch to fortnightly landfill bin collection

Complicated keeping track of different waste, don't have time

Don't have much FOGO waste anyway

Issues with different bins – odours, ants etc

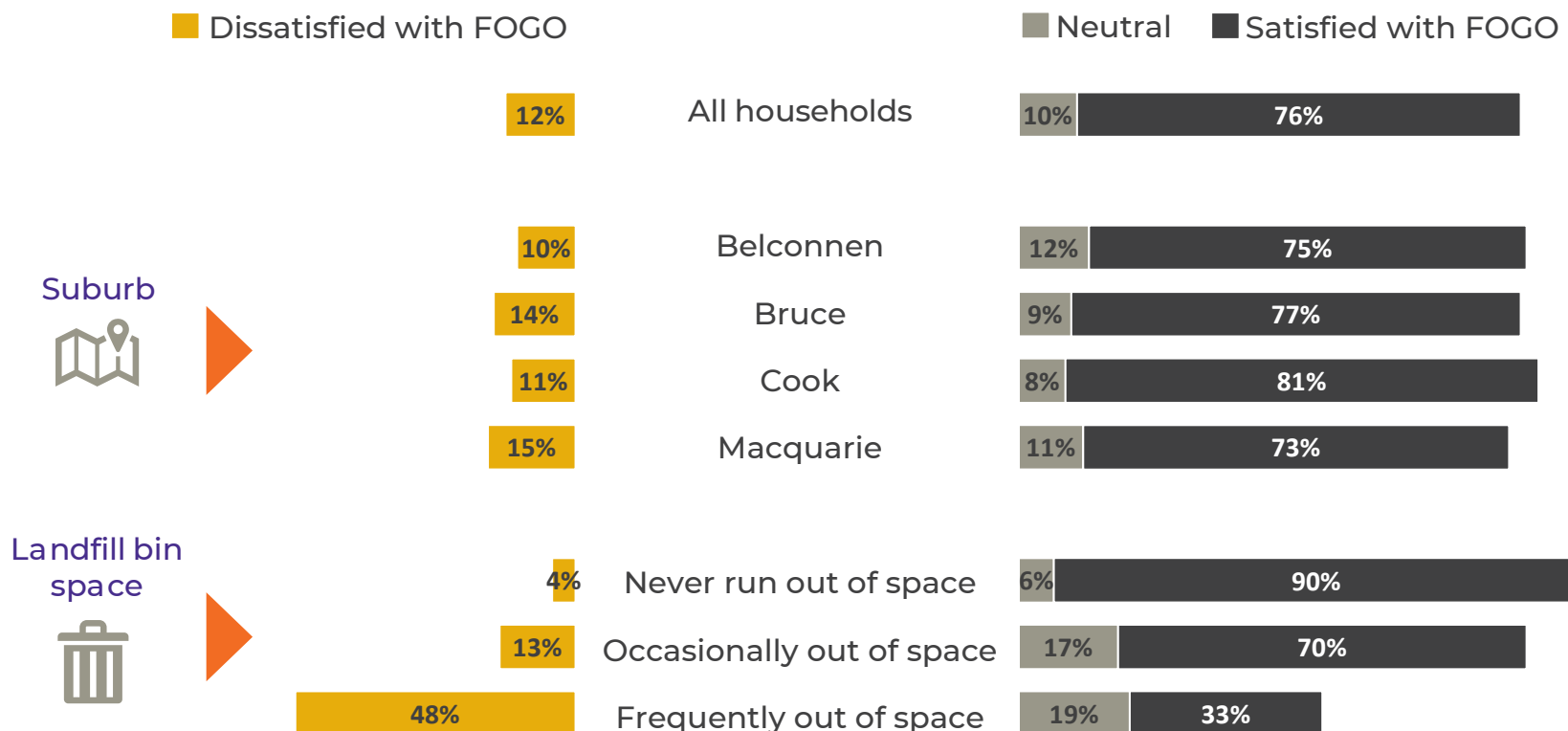
We lost our weekly rubbish bin. While we like the weekly green bin it does not make up for the loss of our weekly rubbish bin.

Fogo bin smells and attracts insects particularly in warm weather.

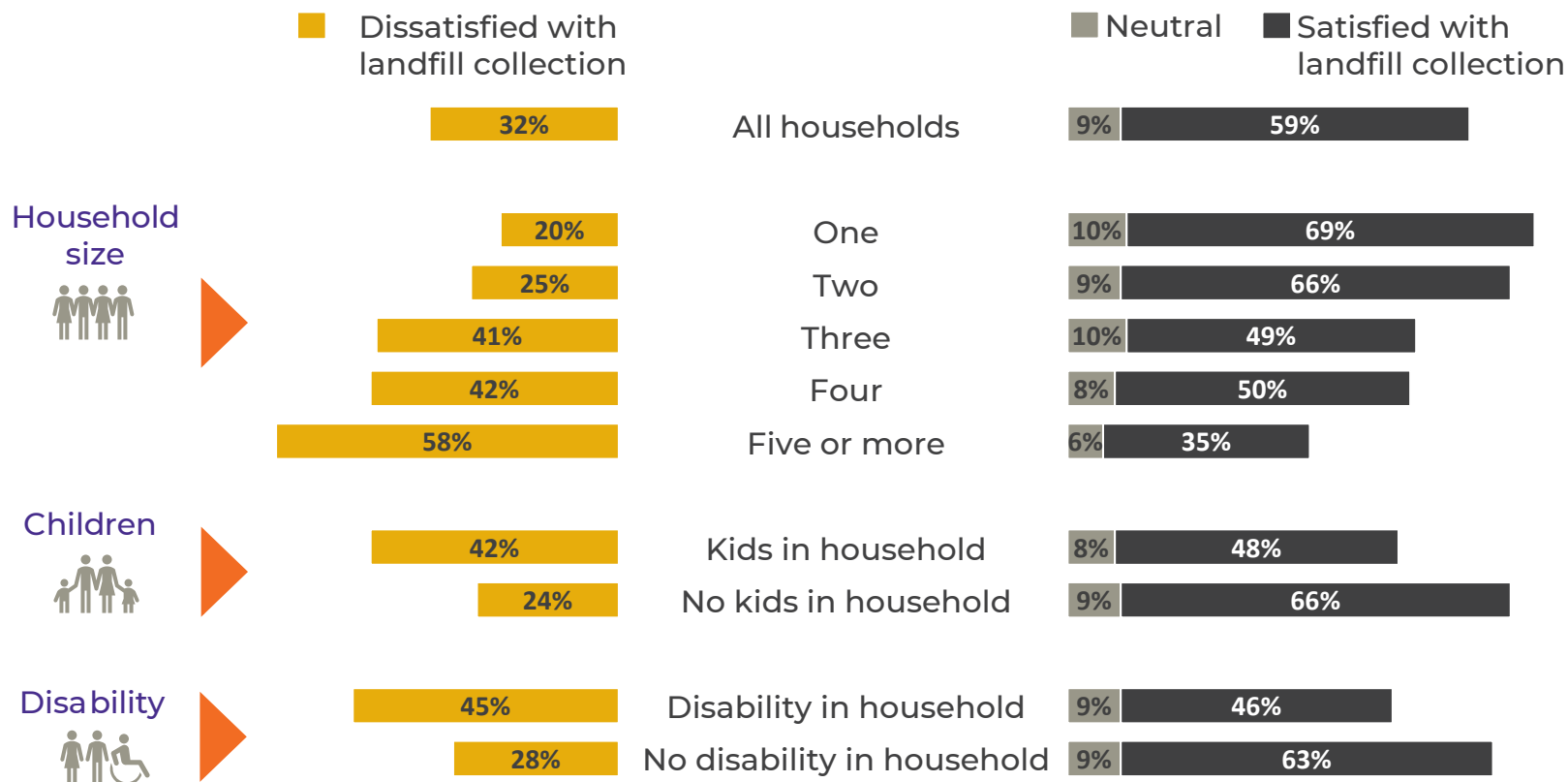
Separate collection days is extremely annoying and there needs to be an alignment of days on completion of the trial.

We had a great green bin service which worked very well and a garbage bin pick up weekly (I now have had maggots for the first time ever in my bin). For the small amount of eligible food waste it's just not worth it.

While little difference by suburb, satisfaction with FOGO is strongly related to landfill bin space

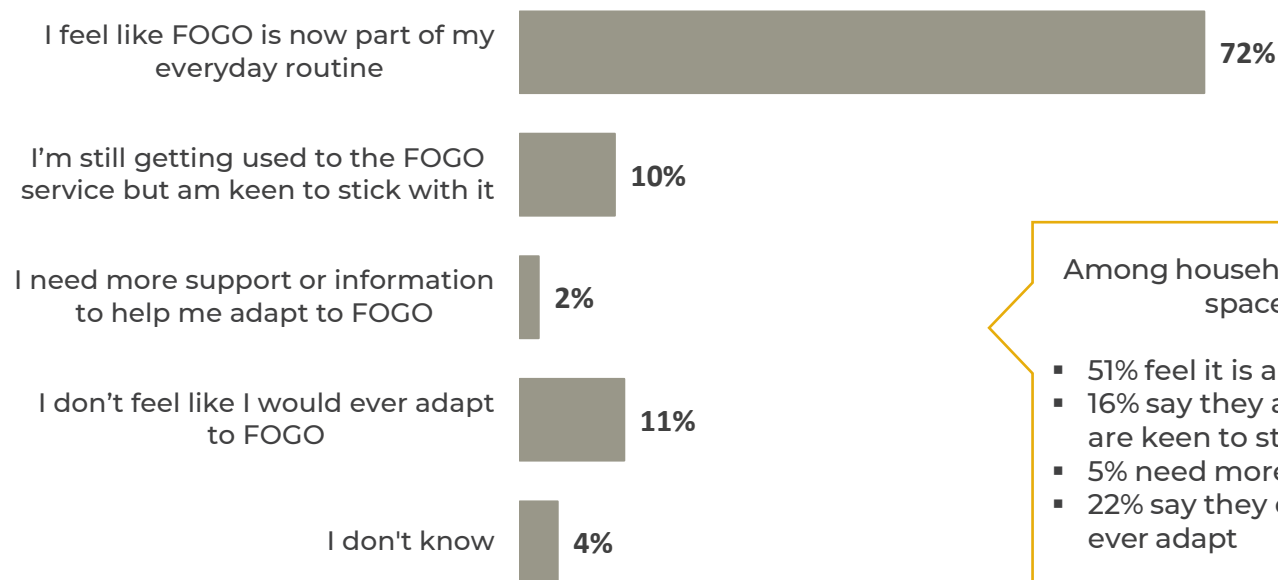


And satisfaction with landfill collection decreases among households more likely to run out of space



Almost three-quarters of households feel that FOGO is now a part of their everyday routine

Q. Which statement best reflects how you feel about the FOGO service?

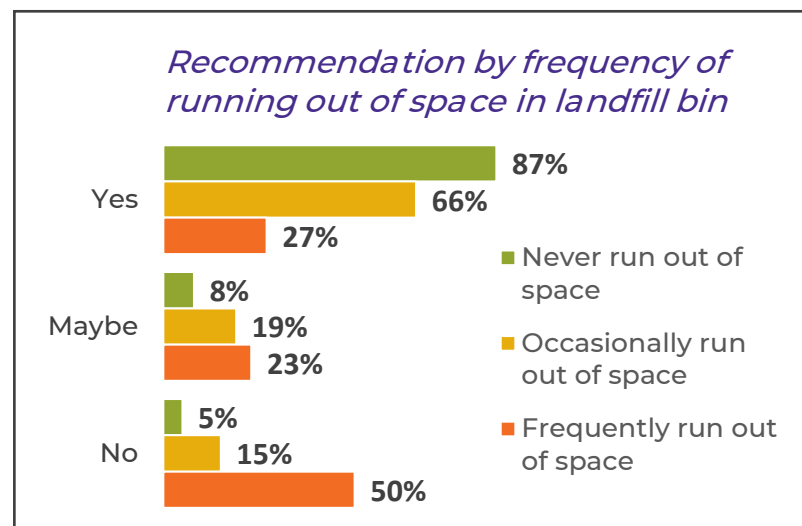
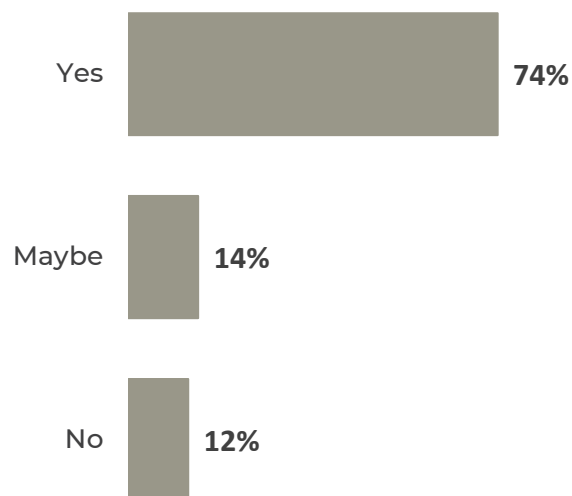


Among households that have run out of space in landfill bin:

- 51% feel it is a part of everyday routine
- 16% say they are getting used to it but are keen to stick with it
- 5% need more support or information
- 22% say they don't feel like they would ever adapt

Three-quarters of households would recommend FOGO to friends or family

Q. Would you recommend the FOGO service to friends or family in other suburbs?



Suggested changes – common themes

Q. What, if any, changes you would like to see made to the FOGO service before a Canberra-wide rollout?

None, fine as
is / roll out
everywhere

Restore weekly
landfill collection
(for larger
households)

Allow more items
into FOGO bin –
e.g. tissues, tea
bags, cat litter

More education
about it / an
education
program

Collect FOGO less
frequently / landfill
more often

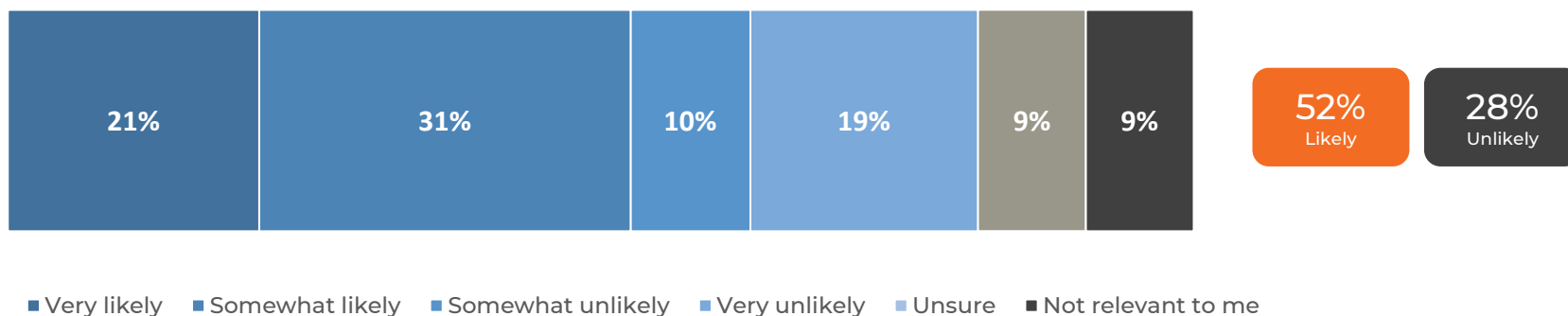
Align bin
collection
days

Deliver
more bin
liners

More robust /
better fitting
FOGO bin liners

Around one half of households indicate likelihood to purchase compost produced from FOGO

Q. Did you know, FOGO allows us to turn household waste into nutrient rich compost. How likely are you to purchase compost from the FOGO service for your home garden?



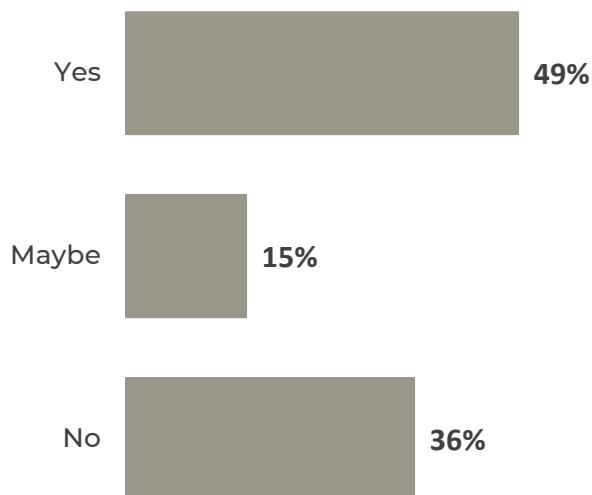
Inclination to purchase FOGO compost is higher among women compared to men and tends to increase with age

It is also higher among CALD respondents

Those in apartments are significantly less likely to consider buying FOGO compost

And one half of households indicate awareness of the potential impact of FOGO on Canberra's waste emissions

Q. And did you know that a city-wide FOGO service has the potential to reduce Canberra's waste emissions by up to 30 per cent?

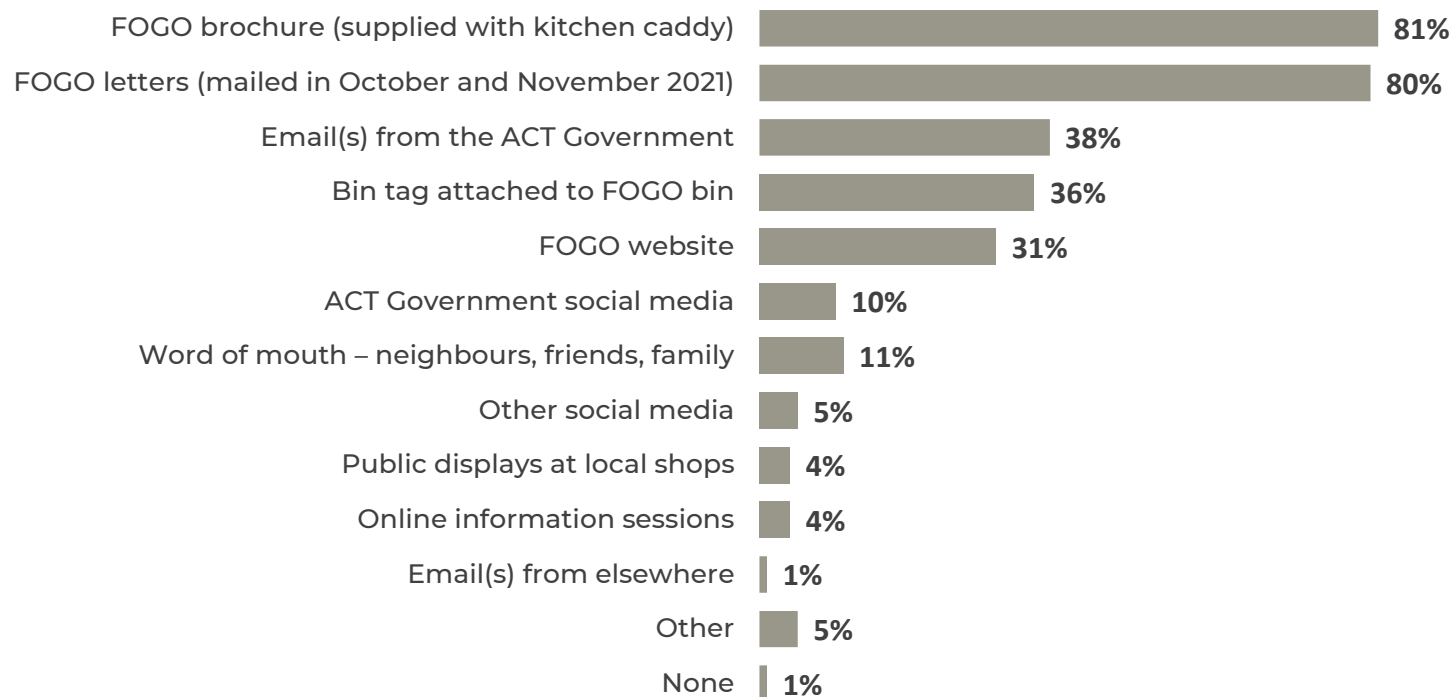


Reported awareness of this tends to be higher among older respondents (55+) and those living in smaller households

Communications and messaging

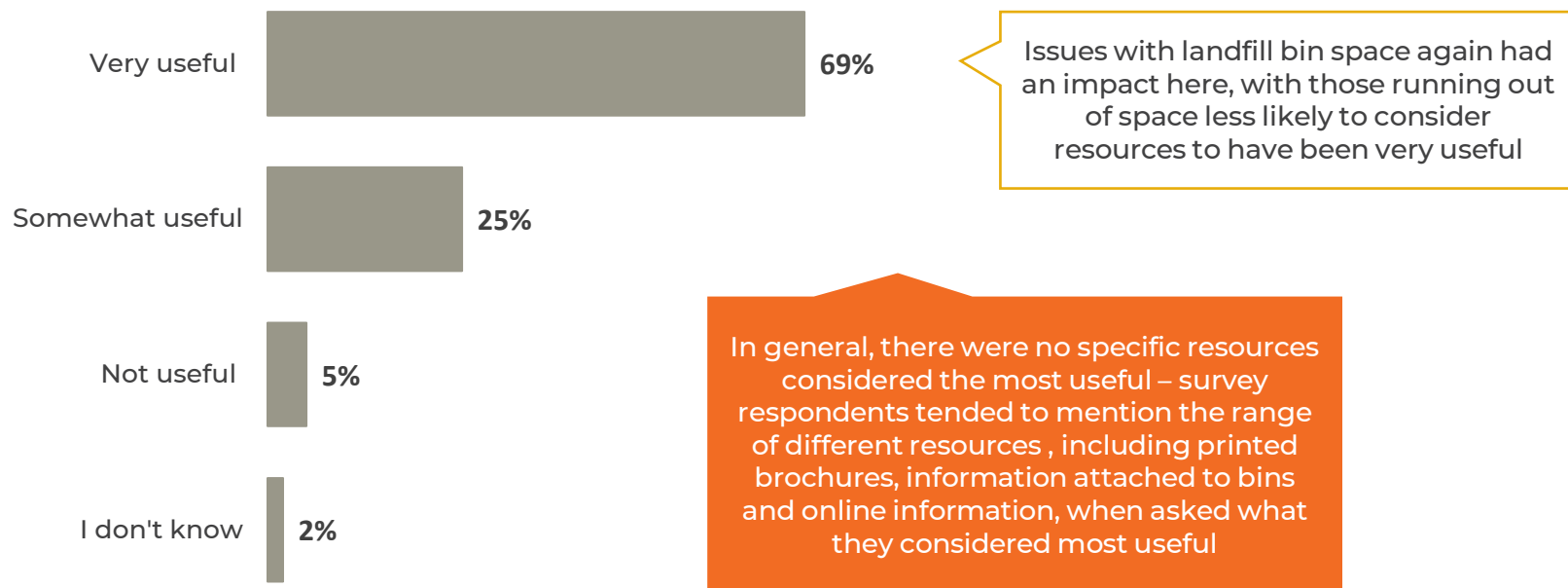
Awareness of the FOGO pilot predominantly arose through printed material sent directly to households

Q. What sources of information did you use to learn about the FOGO pilot?



Seven out of ten households found the resources accessed to be very useful in helping them participate in FOGO

Q. Overall, how useful was the information you received from the ACT Government in helping you learn how to participate in the FOGO pilot?



How could improve resources – participant suggestions

Q. Please comment on how, if at all, the information and resources can be improved.

Provide stickers
on bin / caddy of
what items can
or can't be
disposed

Tell us how / where
you can get
additional liners

Bin collection
dates that can
be added to
calendar on
phone

Everything is
fine, no
improvements
necessary

Information on
a fridge
magnet

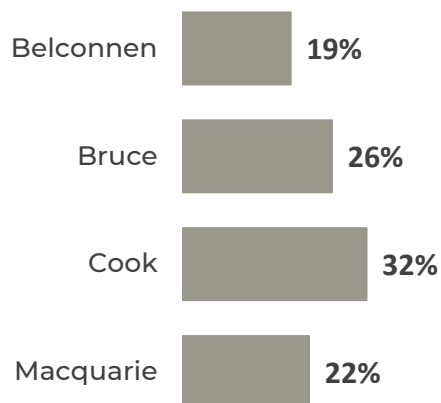
Online 'how
to' video

Communicate
better to new
residents moving
to FOGO suburb

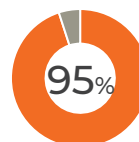
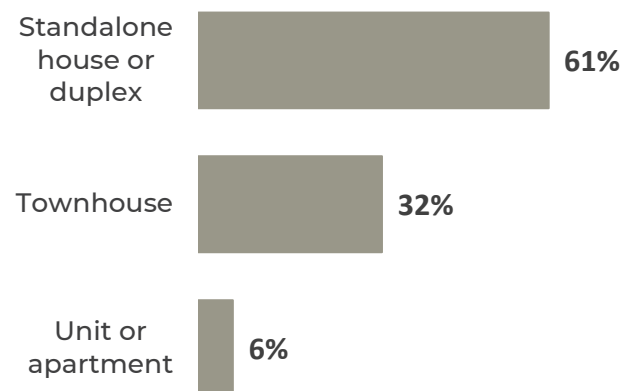
Appendix – sample profile

Location and dwelling

Q. Please confirm which suburb you live in?



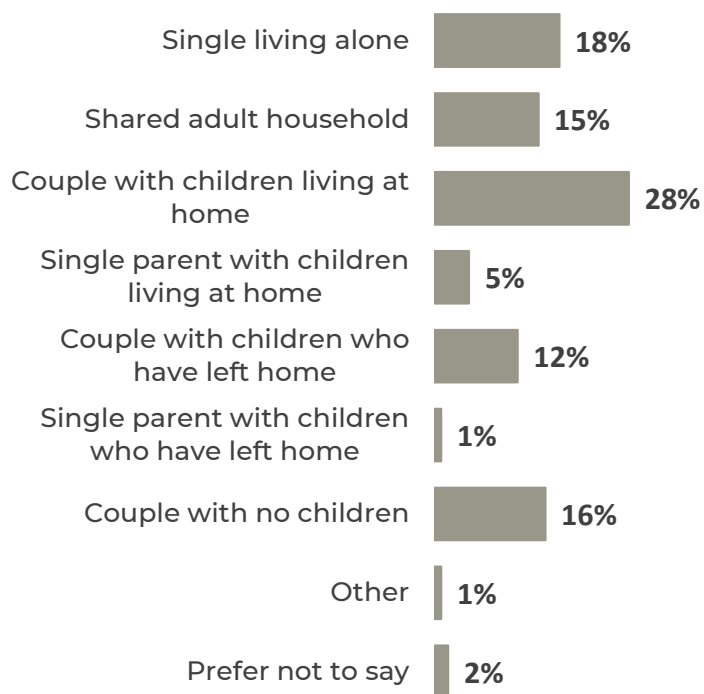
Q. Which of the following best describes your residence?



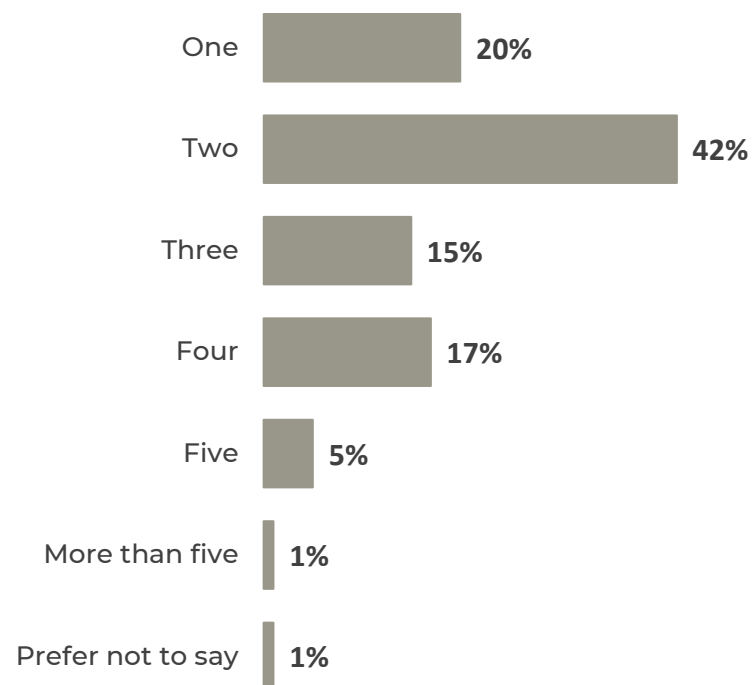
Use their own ACT wheelie bins that they take to the kerbside

Household type and size

Q. Which of the following best describes your household?

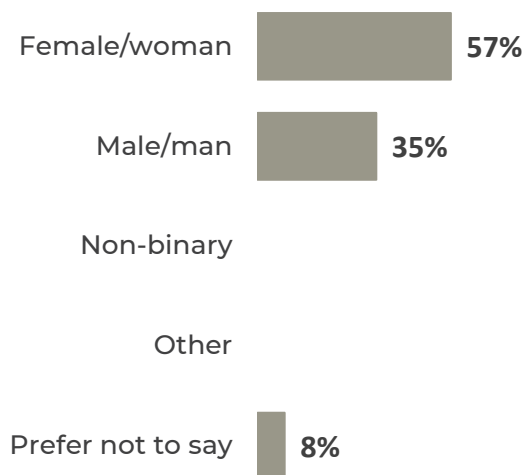


Q. How many people currently live within your household?

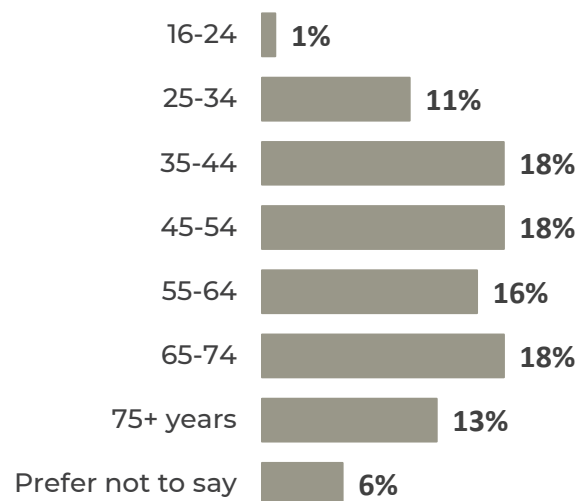


Age and gender

Q. Which of the following best describes your gender?

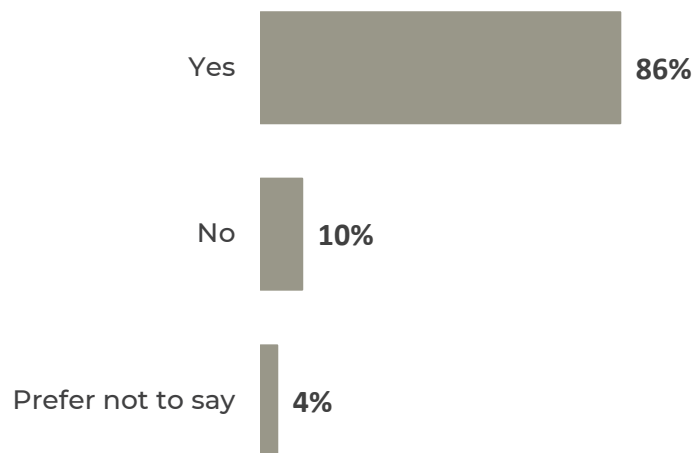


Q. Which age group do you belong to?

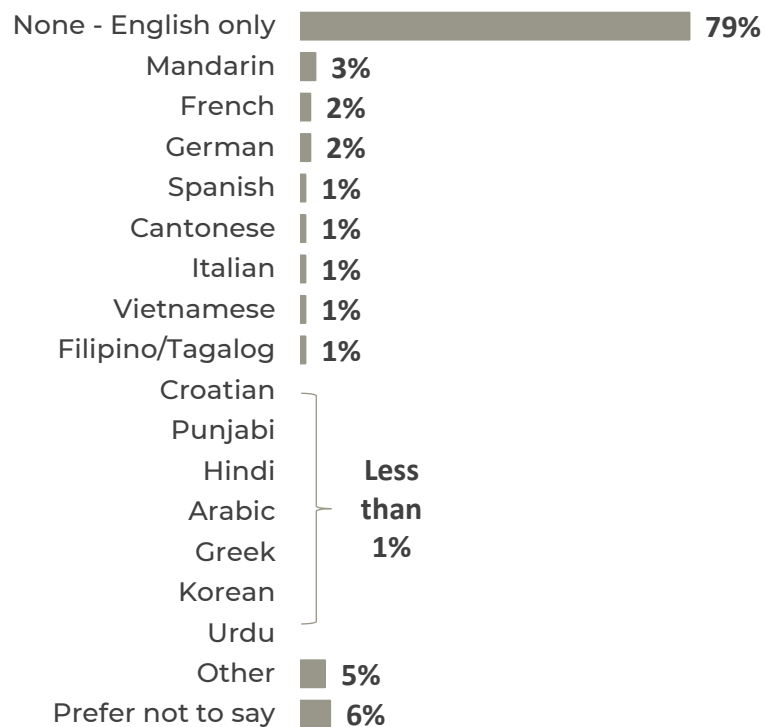


Language

Q. Is English your first language?

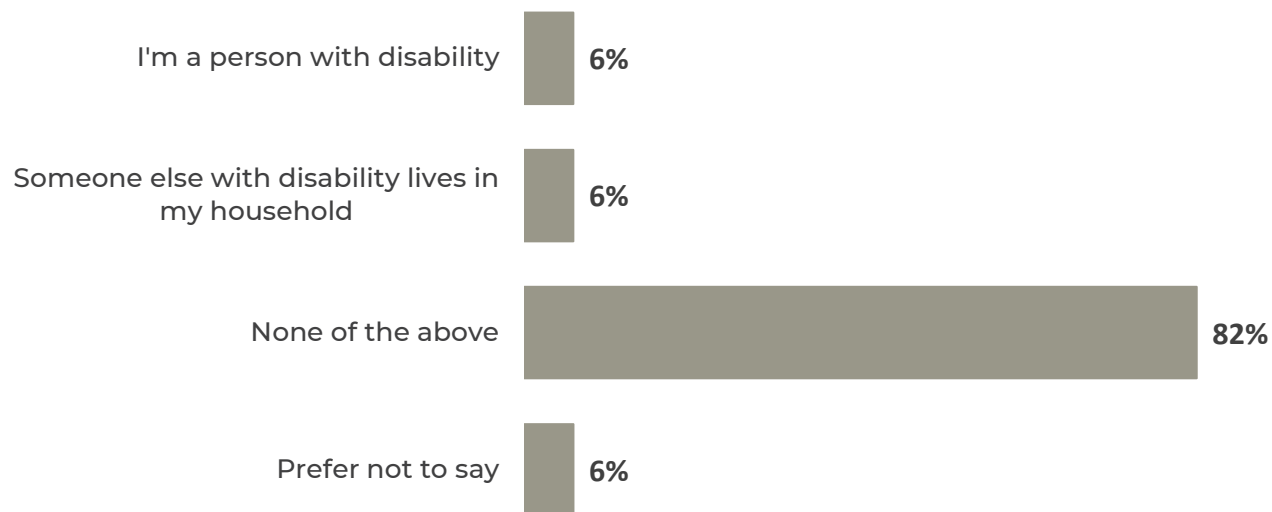


Q. Which languages other than English are spoken in your household?



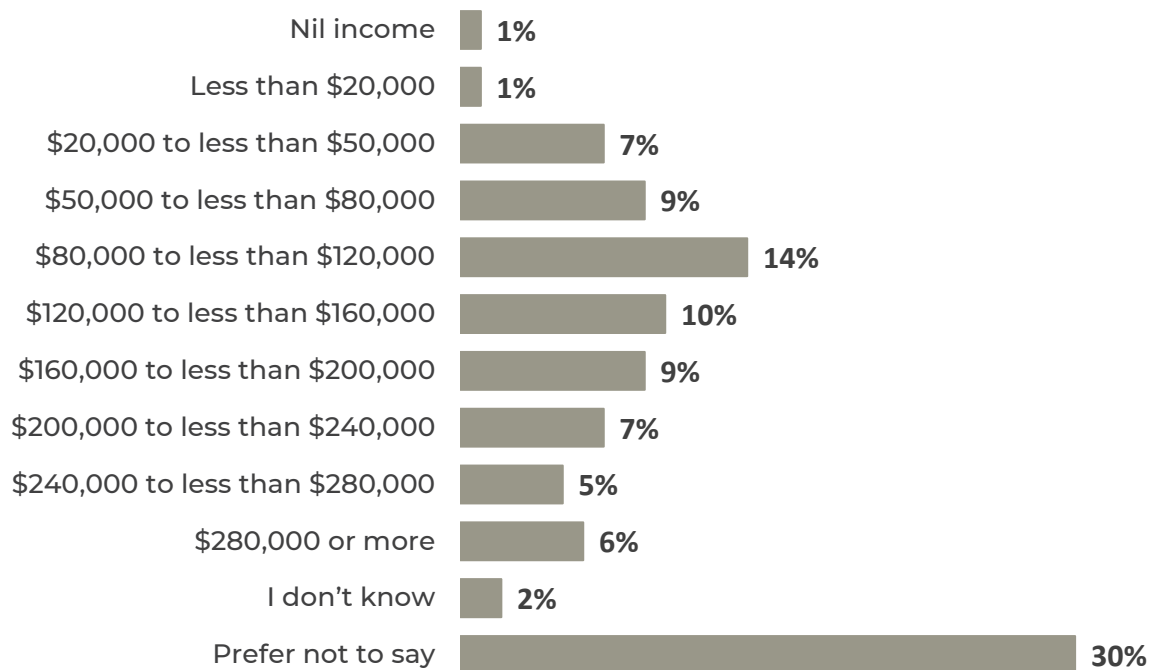
Presence of disability

Q. Do any of the following apply to you?



Household income

Q. What is your household's estimated yearly income (pre-tax)?





ACT
Government

YOUR SAY
PANEL