

Food Organics Garden Organics Survey

REPORT
January 2024



Background

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

An online survey was distributed to households in these suburbs to gain feedback on the pilot program, and to inform any future rollout of the collection services.

The first pilot evaluation survey was conducted in April 2022 and received n=1,620 responses.

This report presents the results of the second pilot evaluation survey conducted in November and December 2023 which received n=1,341 responses.

Results have been compared between years where appropriate. Results from 2023 that are significantly higher than 2022 have been marked with an upwards arrow (↑), whereas results that are significantly lower than 2022 have been marked with a downwards arrow (↓).



How many?

1,341

Who?

**Households in
pilot area**

When?

Nov-Dec 2023

Executive summary



Pilot participants appear to be adapting to and embracing FOGO as a normal part of life

- Around 9 in 10 (89%) respondents use FOGO to dispose of at least some of their food scraps
- The proportion of respondents who felt like FOGO was part of their everyday routine increased from 72% in 2022 to 81% in 2023
- Most residents who do not use FOGO rely on their own home compost, with very few choosing to dispose of food scraps in landfill



Satisfaction with FOGO has increased as its use has become embedded in the pilot suburbs

- Satisfaction increased across several areas, including the weekly FOGO collection service (77% in 2022 to 85% in 2023), the fortnightly landfill collection (from 59% to 72%), and with the supplied compostable liners (73% to 81%)
- The proportion who would recommend FOGO to friends/family in other suburbs also increased from 74% in 2022 to 83% in 2023



Further improvements could be considered to the design of caddies and bags / liners

- There was an increase in the proportion of respondents who use their own caddy for food scraps (14% in 2022 to 19% in 2023)
- The decision to personalise the caddy suggests both a commitment to FOGO and a solution to points of frustration raised with the supplied caddy, including inconvenient size and shape, colour preference, ensuring the lid stays on, base stoppers, and a filter
- A point of frustration raised in other open-ended comments related to supplied bag liners being too small for the supplied caddy, easy to tear, disintegrating too quickly and lacking handles to help with tying it up



There is scope for more public messaging and education to increase awareness and correct use of FOGO

- When asked to suggest future changes to the program, around one in ten respondents commenting spontaneously suggested more messaging was needed to increase awareness of the program, and to educate the community on how to use FOGO correctly (e.g., sticker on the inside of the lid showing what can and can't go in the bin, what store-bought bags are appropriate to use, how to take good care of the caddy). It was also suggested that more information about the program's benefits and what difference it can make would also help to encourage uptake (e.g., providing evidence of how much waste was collected and how it is being used).

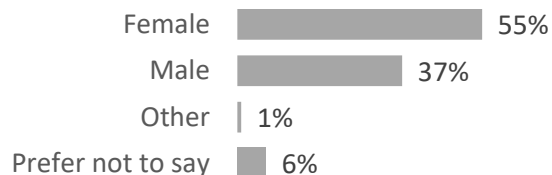


There remains a small segment who face continued challenges adapting to reduced landfill collections

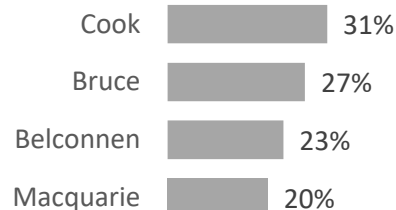
- Despite positive results recorded in 2023, there remains a view from some respondents for weekly landfill collection to be reinstated (emphasised by 18% of open-ended comments received to the question on future program changes)
- These residents report a range of issues without weekly landfill collection in place, including smelly bins, rubbish overflowing on the street, an increase in animal pests, and landfill rubbish being put into the FOGO bin
- There were further concerns at how this reduction in landfill collection has put pressure on households to upgrade to a larger bin or to making additional trips to the tip (both additional expenses that are not necessarily affordable with cost-of-living pressures)
- There were concerns about how certain households can cope with reduced collection, particularly those with a large number of people in the household, those with young children, or those who have someone with a disability/medical issue in the household

Sample profile (n=1,409 unweighted)

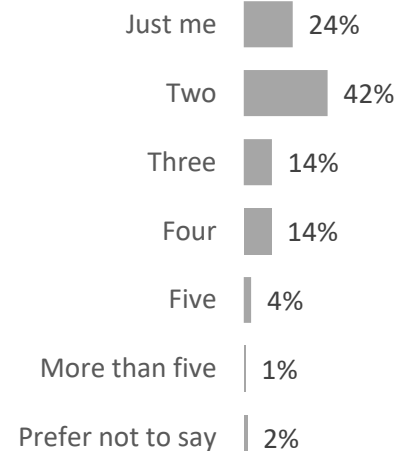
Gender



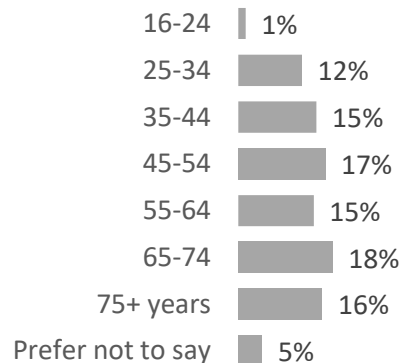
Suburb



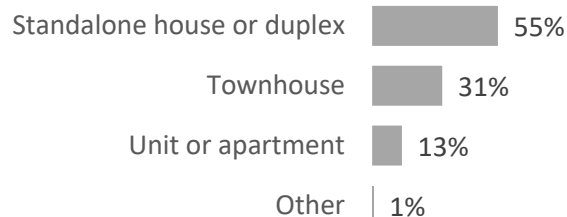
Number of people in household



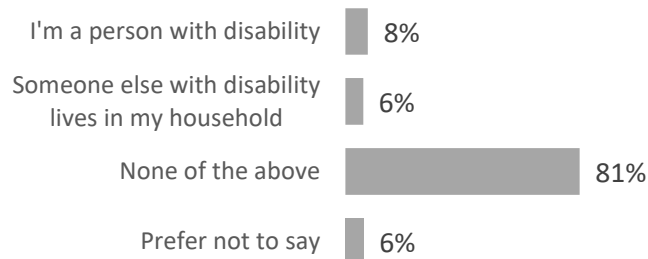
Age group



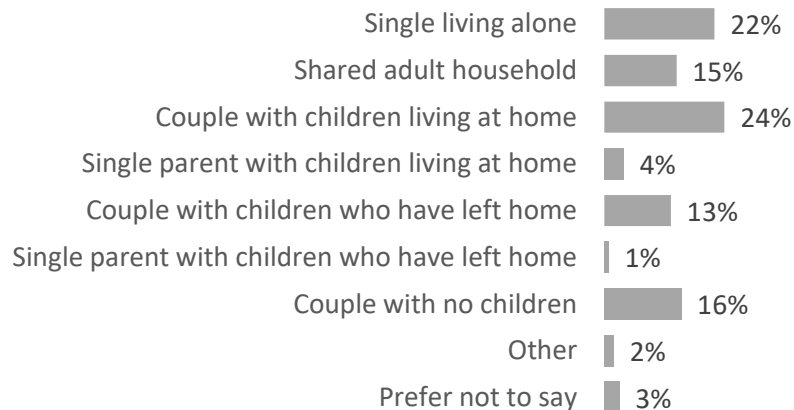
Building type



Disability



Household type



Participation in the FOGO pilot

Nine out of 10 respondents in the pilot area use FOGO, consistent with 2022

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



- Our household has been using FOGO to dispose of all food scraps
- Our household has been using FOGO to dispose of most food scraps
- Our household has been using FOGO to dispose of some food scraps
- Our household has not used FOGO to dispose of food scraps



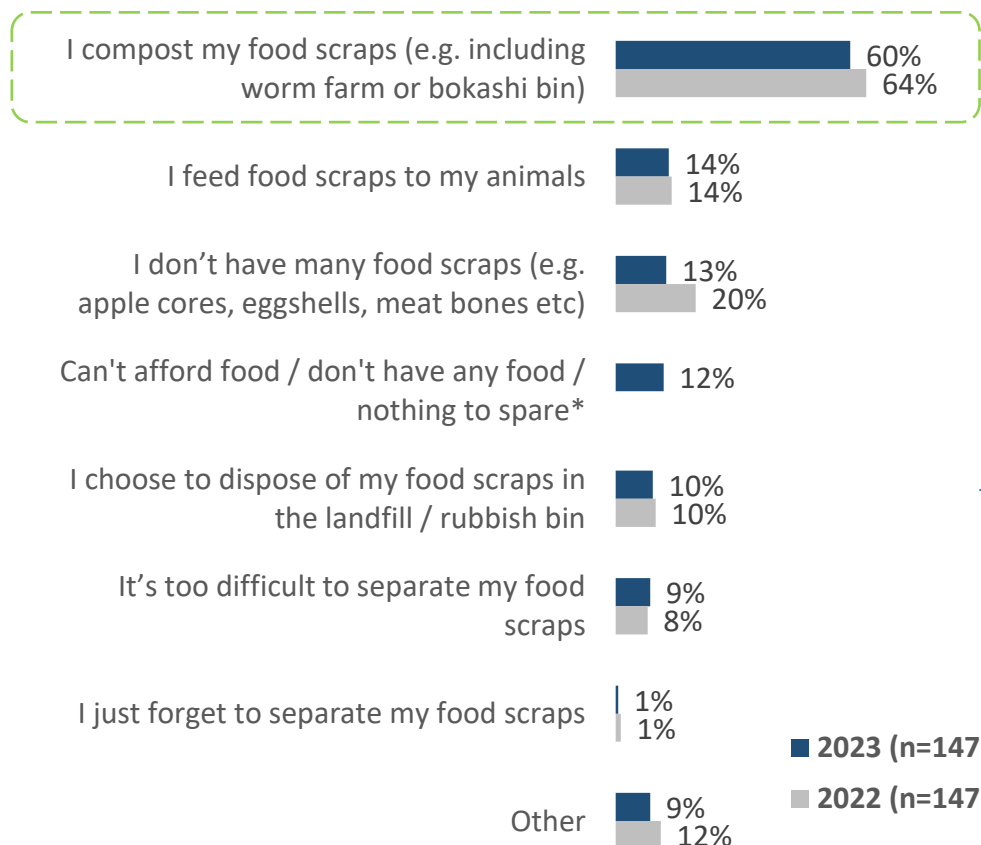
In 2023, the proportion of residents who used FOGO to dispose of **at least some** scraps was 89%. Demographic analysis of 2023 results showed:

- Those **more likely** to use FOGO to dispose of at least some scraps included females (94%), 55+ years (93%), Bruce residents (95%), couples with children living at home (93%)
- Those **less likely** to use FOGO to dispose of at least some scraps included males (86%), 35-54 years (85%), Belconnen residents (82%), living in a unit or apartment (82%), single living alone (83%)

And most households that do not use FOGO compost their food scraps themselves

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

(Base: those who have not been using FOGO)



Q. Why did you dispose of your food scraps in the landfill / rubbish bin?

FOGO bags don't fit caddy properly (fall down the side, permeable), then have to carry whole caddy to bin avoid dripping liquids on floor

Difficult to separate from normal rubbish - only one bin in the kitchen

Waste of time

Dislike thought of meat going into compost

Small amounts mean it is not regularly emptied, leading to smelly / dirty bin

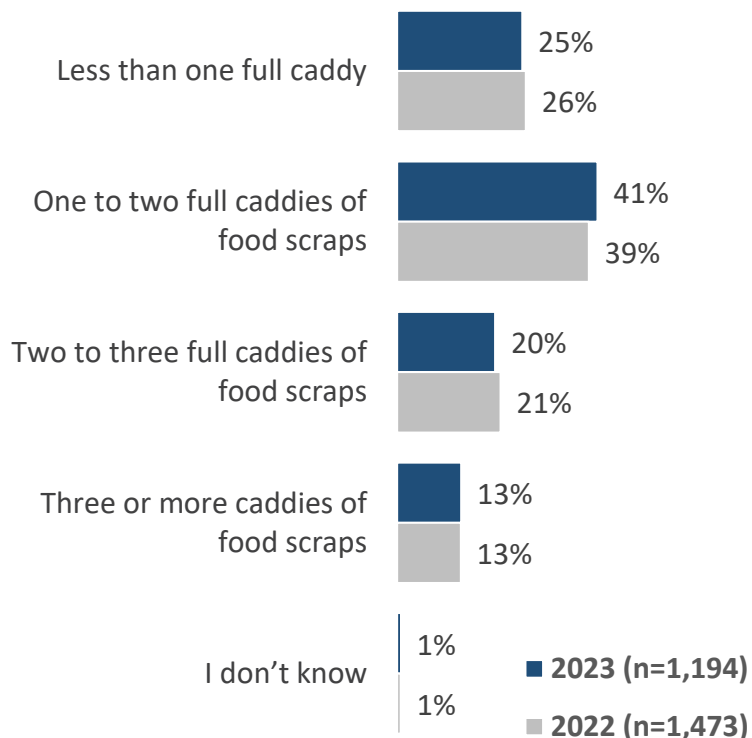
Pay rates for waste collection service, not to do it themselves

Bin is in an inconvenient location at complex (away from other bins, requires a walk)

The amount of food waste being disposed of through FOGO has remained consistent between 2022 and 2023

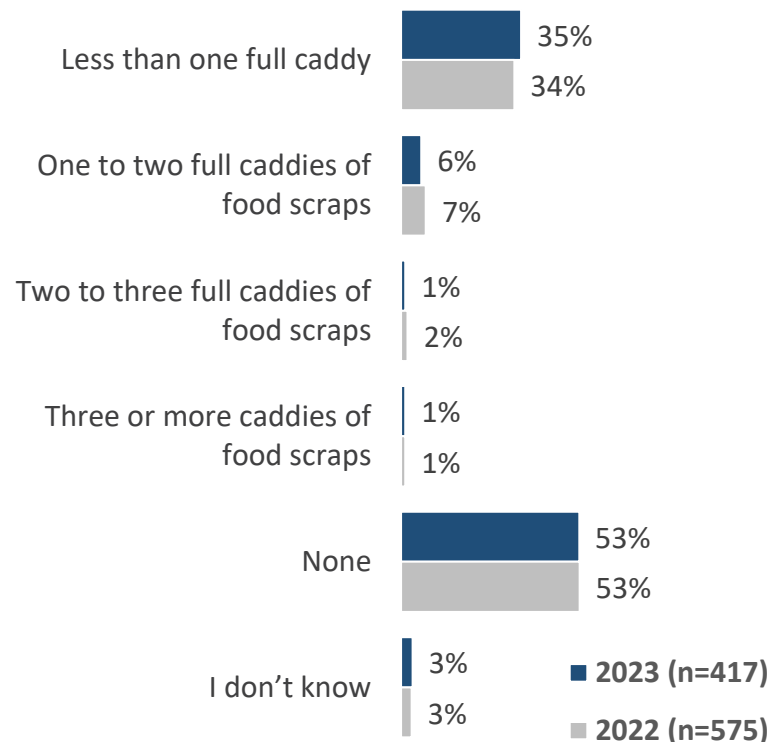
Q. Approximately how much food waste are you putting in the **FOGO bin** each week?

(Base: those who use FOGO to dispose of 'some' or 'most' or 'all' food scraps)



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

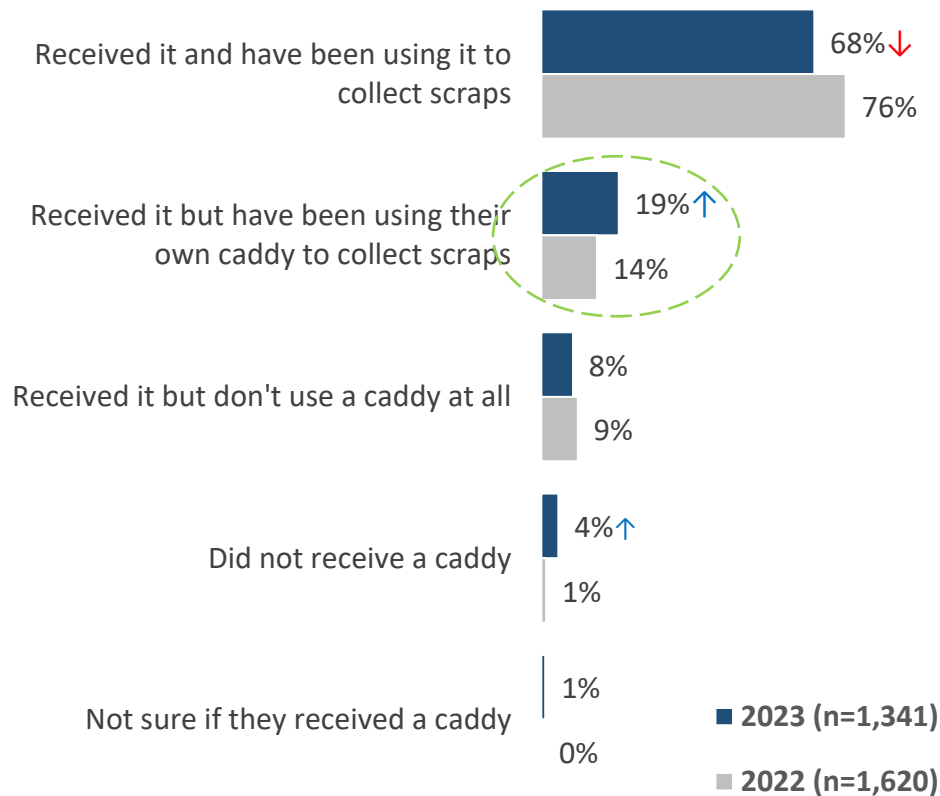
(Base: those who use FOGO to dispose of 'some' or 'most' food scraps)



Use of caddies and bins

2023 saw an increase in the proportion of FOGO participants who decided to use their own caddy

Q. Did you receive an ACT Government supplied kitchen caddy?



Reasons for not using supplied kitchen caddy
(Open-ended question)

Smells bad

No spare food

Size doesn't suit (too big / small)

Attracts bugs

Another job to do

Compost food scraps instead

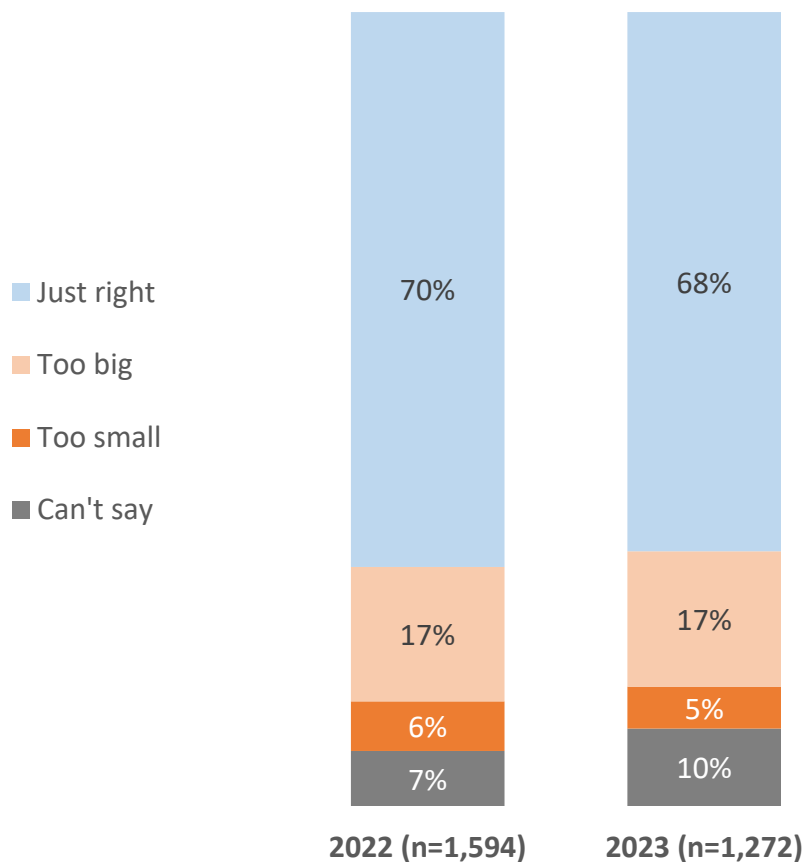
Don't generate enough waste, so any food put in the bin becomes mouldy

Does not seal properly

Just over two-thirds found the size of their supplied kitchen caddy to be 'just right'

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

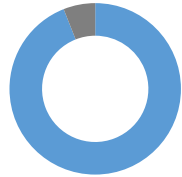
(Base: those who did receive a kitchen caddy)



Issues or comments:

- Odd shape (rectangular would be better – less “dead-space” from rounded edges), rounded corners makes it harder to secure the bag liner
- One person household does not generate enough scraps to fill caddy regularly
- Too big for a small apartment / small kitchen
- Have to empty caddy before it's full otherwise it becomes too smelly (not filled quickly enough)
- Caddy is too big for supplied bags / bags do not fit caddy and then tear easily when try to stretch them
- Looks ugly having it on top of the kitchen bench
- Dislike the colour, would like the option to choose colour

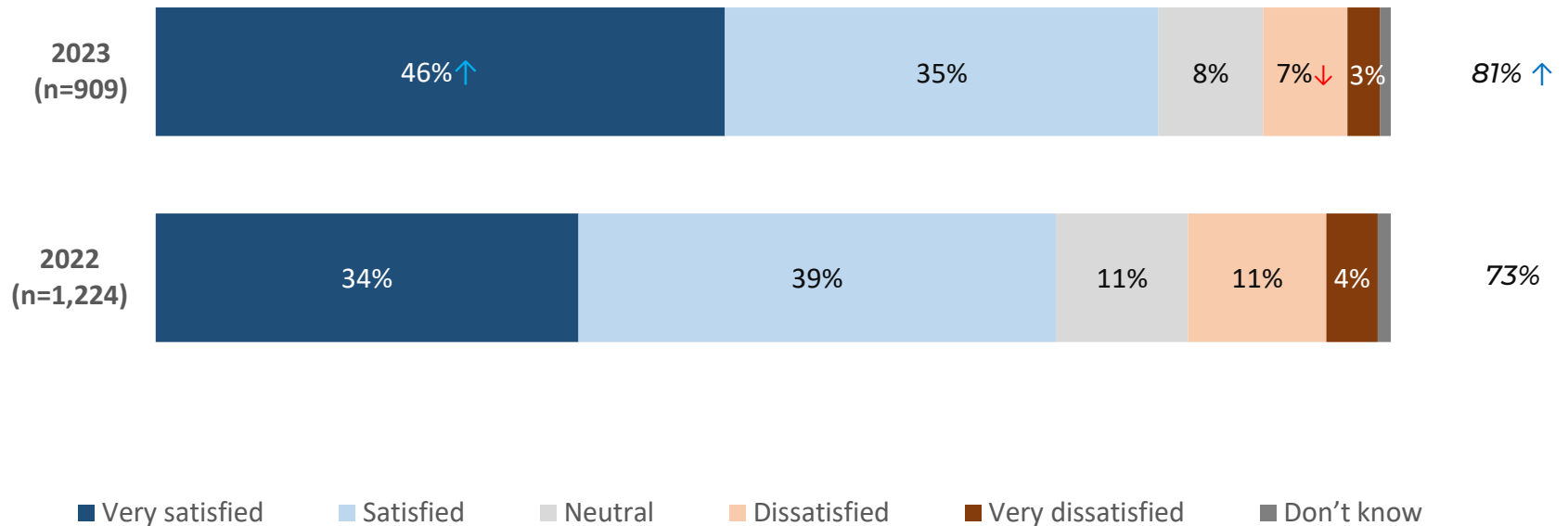
Satisfaction with the compostable liners supplied has increased from 73% in 2022 to 81% in 2023



94% use the supplied certified compostable liners (also 94% in 2022)
(Base: those who have been using the supplied kitchen caddy)

Q. How satisfied are you with the **compostable liners** supplied?
(Base: those who have been using the supplied kitchen caddy)

Total satisfaction:

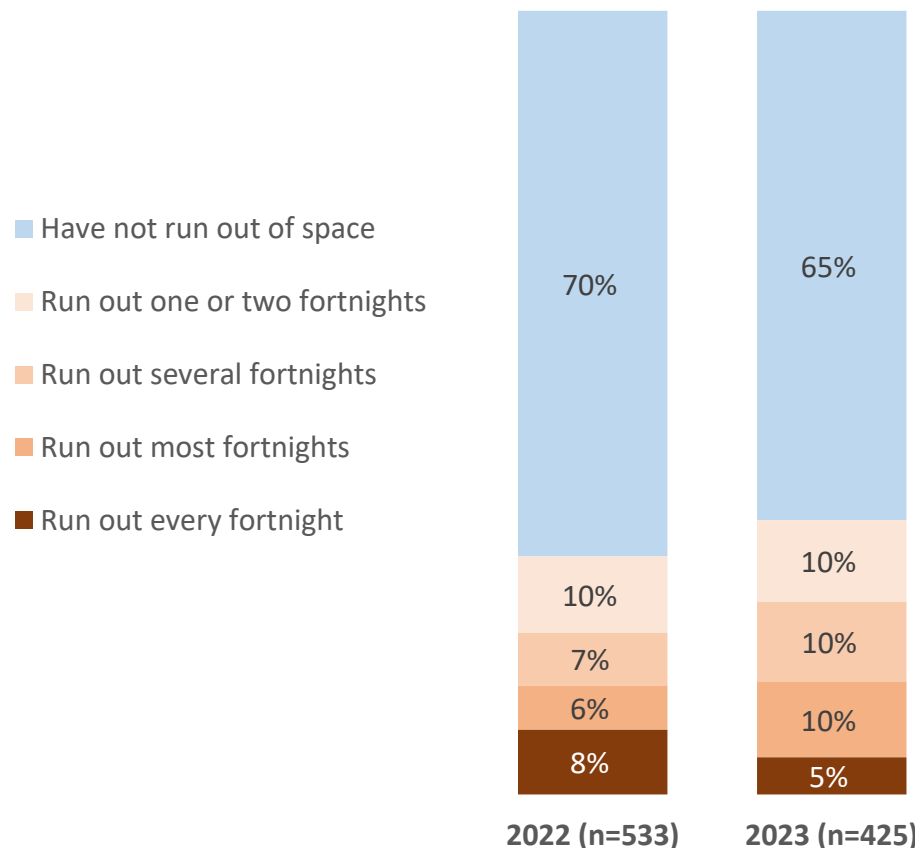


For those in a townhouse, unit or apartment, over 1 in 3 (35%) have run out of space in their landfill bin since January 2023

Q. Have you had any weeks when you have run out of space in your household landfill/rubbish bin since [the start of the pilot (2022 wording) / January 2023 (2023 wording)]?

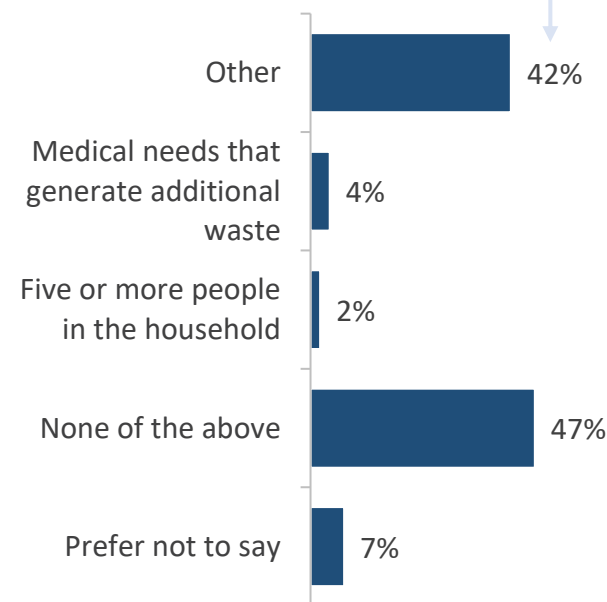
Base: live in a townhouse, unit or apartment

Total who have run out of space:	30%	35%
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Q. Do any of the following contribute to your household generating a larger volume of landfill waste?

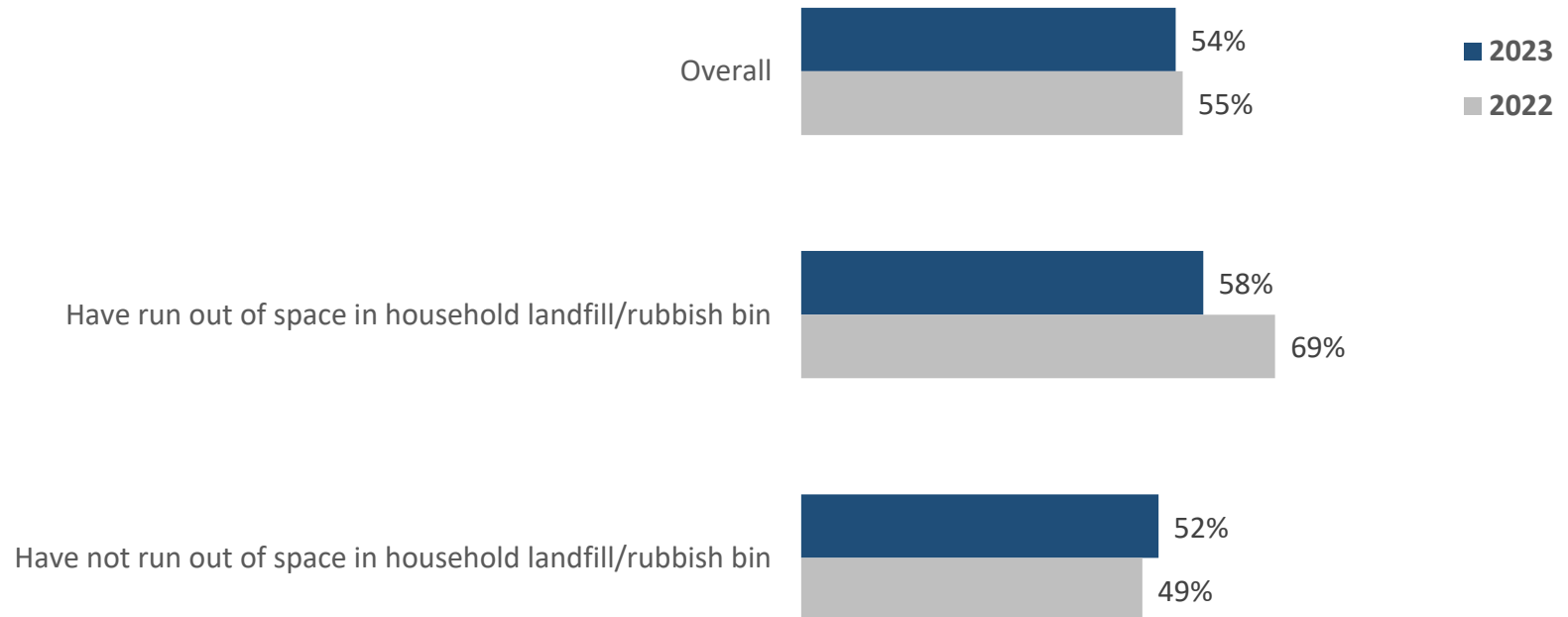
'Other' response commonly included: child waste (e.g., nappies), pet waste, garden waste



Of those who live in a townhouse/unit/apartment, just over half (54%) are aware they can pay a fee for larger or additional bins

Q. Before today, were you aware that you can order a larger or additional landfill and recycling bins for an annual fee? (% Yes - aware)

Base: live in a townhouse, unit or apartment (2023 n=425, 2022 n=533)



Pilot satisfaction and outcomes

Satisfaction with both the weekly FOGO collection and fortnightly landfill collection has increased in 2023

Q. How satisfied are you with...

Total satisfaction:

The weekly FOGO collection service

2023 (n=1,341)



85% ↑

2022 (n=1,620)



77%

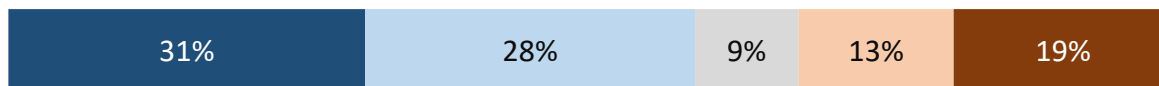
The fortnightly landfill / rubbish bin collection*

2023 (n=1,165)



72% ↑

2022 (1,520)



59%

Very satisfied
Satisfied
Neutral
Dissatisfied
Very dissatisfied
Don't know

Most are satisfied with the weekly FOGO collection service, but some concern remains at landfill collection being reduced from weekly to fortnightly

Q. How satisfied are you with the **weekly FOGO collection service**?

■ Very satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very dissatisfied ■ Don't know

2023

65%

20%

7%

2%

6%

Like being able to throw away food (e.g., meat scraps) that can't be put into their own home compost / worm farm

Weekly pickup avoids the bin becoming too smelly

It's a 'good feeling' knowing it's not going to waste / to landfill

Weekly collection is inefficient when bin tends to be nearly empty (only a couple of bags of food scraps generated each week), however garden waste can fill the bin up quickly

Landfill/red bin being reduced to once a fortnight has created hygiene problems: smelly bins, overflow of rubbish, rubbish being dumped in the area (or put into green bins)

Unhappy at landfill/red bin collection being reduced and now a fee is required to upgrade their bins

Can't afford to upgrade to larger bin size

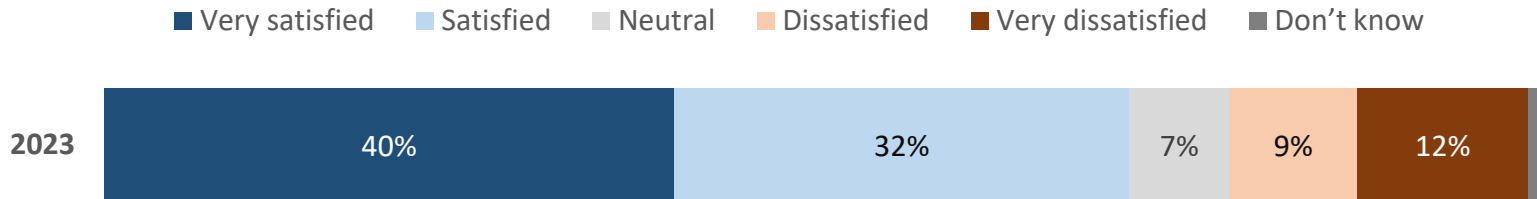
FOGO bins are very smelly (particularly in summer)

Not enough space to store three bins

Can be confusing when FOGO is collected on a different day of the week (Tuesday, weekly) to non-FOGO collection (Thursday, fortnightly)

Although most are satisfied with fortnightly landfill collection, some are still finding it a challenge to adapt

Q. How satisfied are you with the **fortnightly landfill / rubbish bin collection**?



Landfill / red bin now has very little in it now after the introduction of FOGO

Works fine for small households, but some recognised it may be harder for larger households (and those with kids) to manage

Some experienced bin collection issues: bins not collected, not being completely emptied, or knocked over after being emptied

Some interest in recycling bin to be collected weekly

Some interest in being able to separate / recycle soft plastic waste as well

Should be weekly / fortnightly on a needs-basis (e.g., disabled member of household requires equipment which fills bin up quicker than one fortnightly collection can handle)

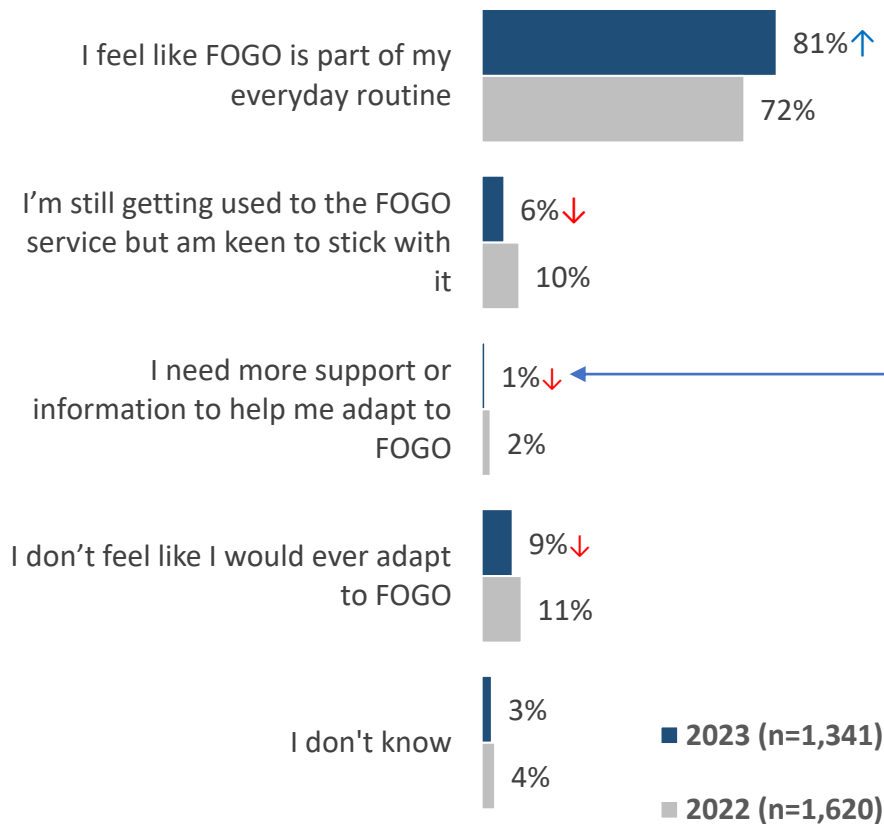
Overflowing red bins has increased rat population, and incidences of birds picking through rubbish

Dissatisfied at having to continue paying high rates when landfill/ red bin collection is being reduced

Now forced to visit the tip more regularly and pay tip fees

Compared to 2022, a higher proportion of respondents in 2023 feel that FOGO is now part of their everyday routine

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



Q. What type of support or information do you need to help you adjust to FOGO?
(Open-ended question)

More regular (weekly) red bin collection

Larger red bin

More green bags

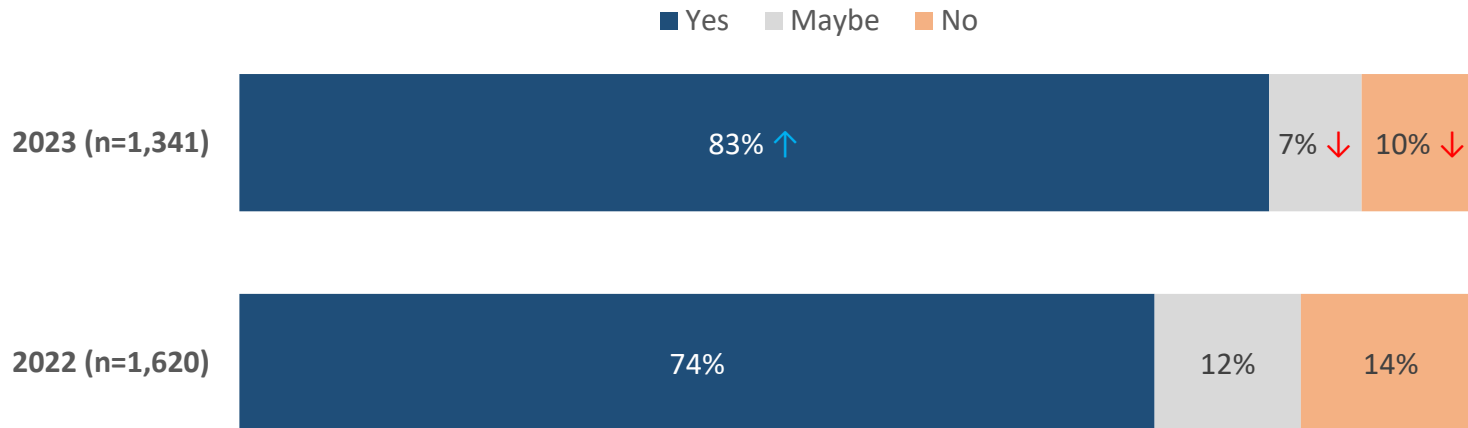
Improved bin liners (no leaking)

Having bins located closer to their building
(not too far to walk to)

Reimbursement of 'enforced costs' (e.g.,
paying fees to have a larger general waste bin,
purchasing a more suitable caddy, restocking
liners)

The proportion who would recommend FOGO increased significantly from 74% in 2022 to 83% in 2023

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

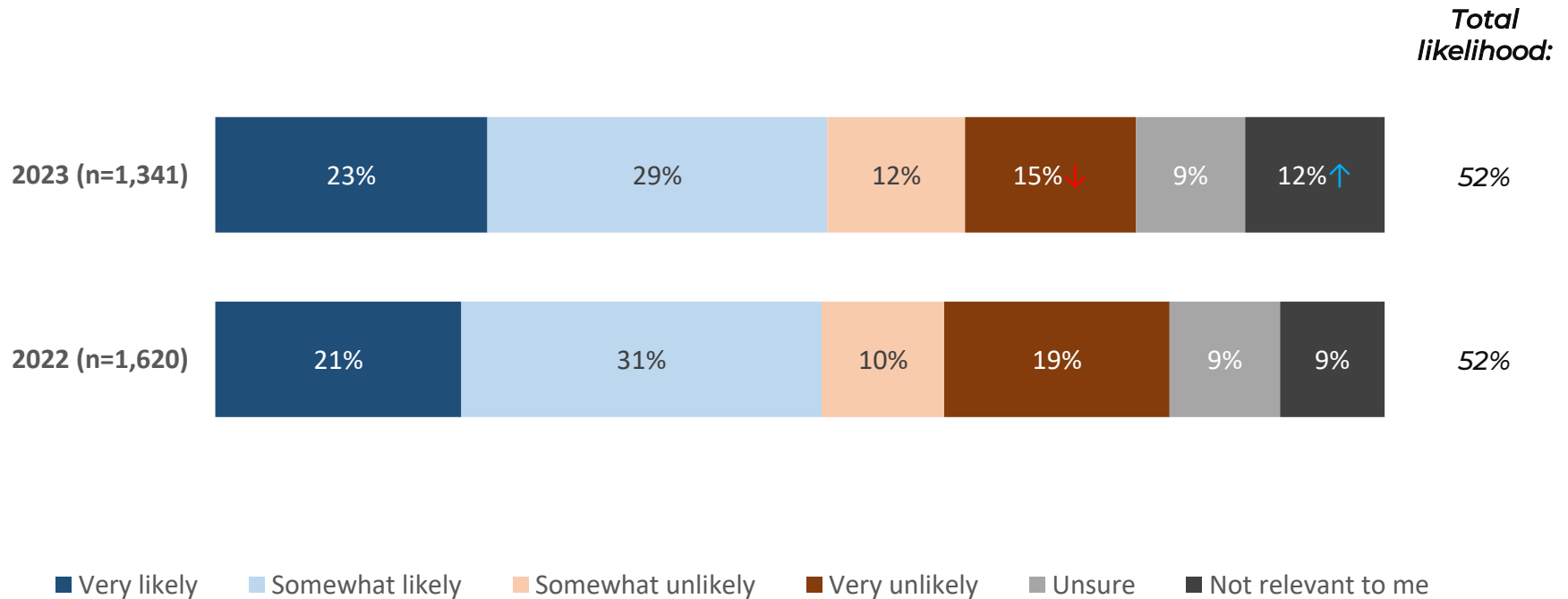


Demographic analysis of 2023 results showed:

- Those who were significantly **more likely** to recommend FOGO included females (88%) and those aged 55 years or older (91%).
- Those who were significantly **less likely** to recommend FOGO included Belconnen residents (73%) and those aged 35-54 (78%).

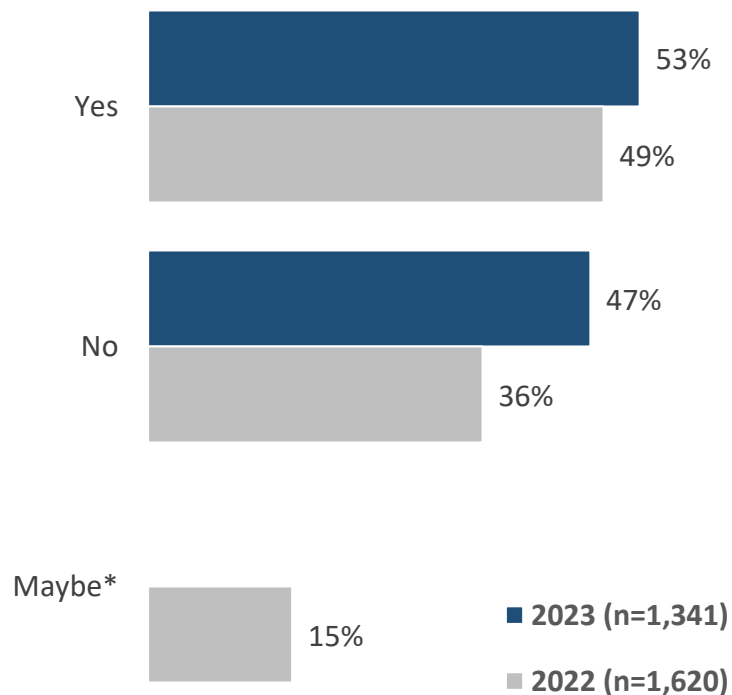
Consistent with past results, just over half (52%) would likely purchase compost produced from FOGO

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?



Just over half were aware of the potential impact of FOGO on Canberra's waste emissions

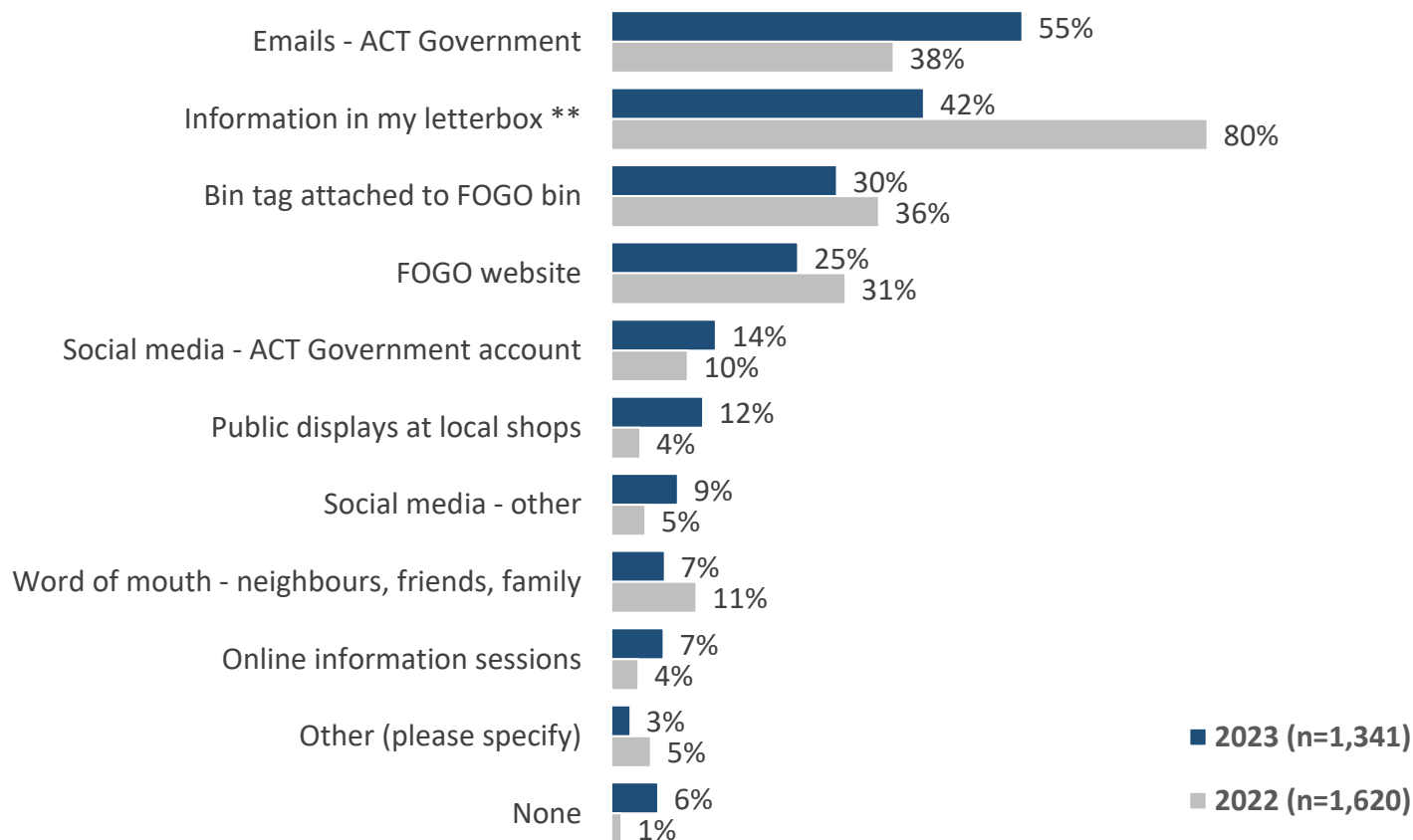
Q. Did you know that a city-wide FOGO service has the potential to reduce Canberra's waste emissions by up to 30 per cent?



Future preferences and needs

Emails from ACT Government and letterbox deliveries are preferred channels for receiving FOGO information

Q. How would you prefer to receive information about the FOGO service? *



Notes:

* The question wording used in 2022 was 'What sources of information did you use to learn about the FOGO pilot?'

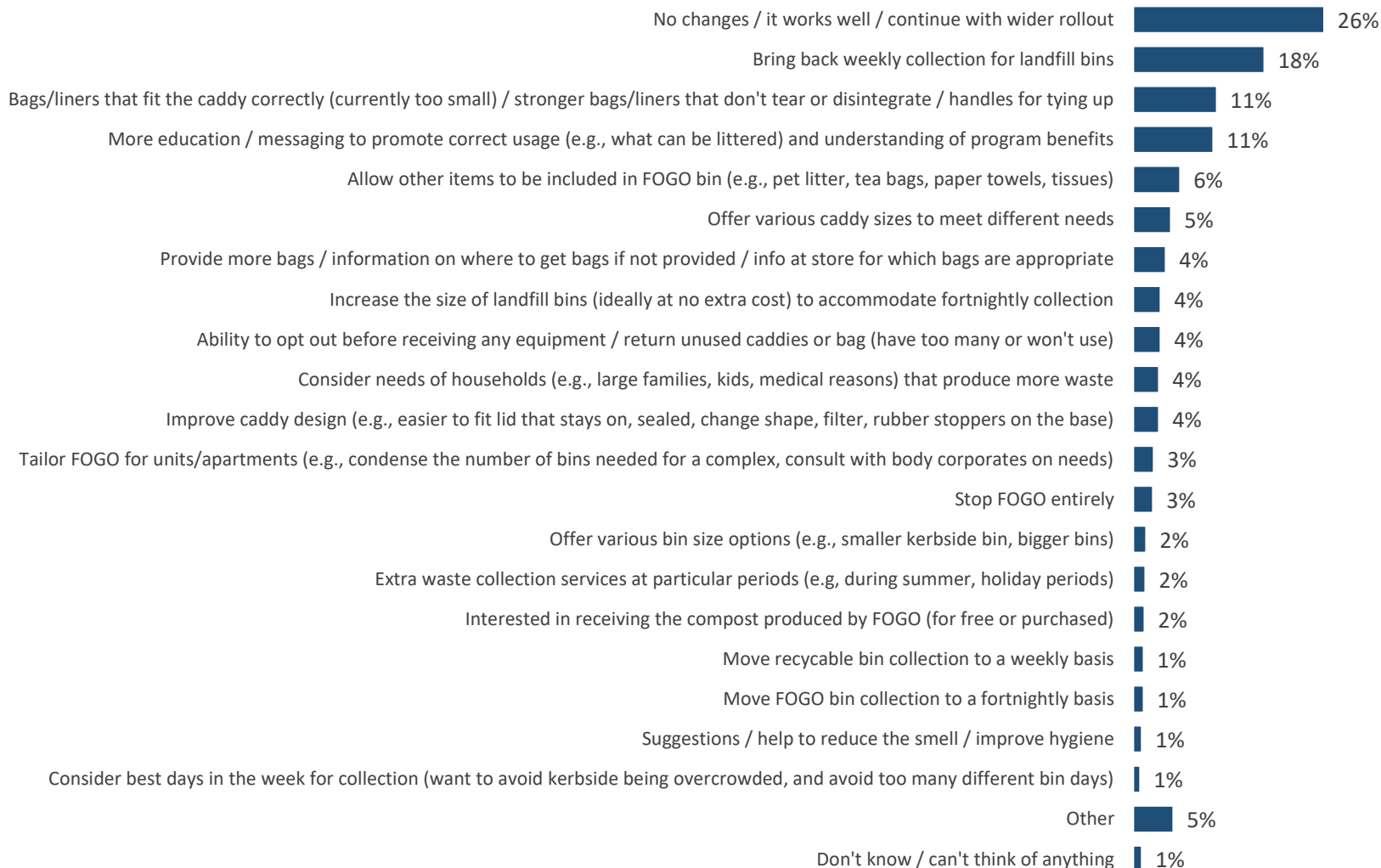
** The wording for this option in 2022 was 'FOGO letters (mailed in October and November 2021)'.

Significance testing not conducted for this question due to question wording changes.

Suggested changes to FOGO tend to focus on capacity and collection issues as well as some design features

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

(2023 data only, open-ended question with responses coded into multiple choice, n=857 individual responses collected)



Appendix:

2023 results split by demographics

Appendix

2023 Results splits by demographics	TOTAL	Female	Male	16-24	25-34	35-44	45-54	55-64	65-74	75+ years	16-34	35-54	55+ years	Cook	Bruce	Belconnen	Macquarie	Standalone house or duplex	Townhouse	Unit or apartment
Which of the following best describes your household's participation in the FOGO pilot?																				
Column n	1341	742	500	19	166	204	227	197	246	219	185	431	662	417	359	303	262	742	414	176
Household has been using FOGO for at least some	89%	94% ↑	86% ↓	84%	91%	83% ↓	87%	93%	92%	94%	90%	85% ↓	93% ↑	88%	95% ↑	82% ↓	92%	90%	89%	82% ↓
Our household has been using FOGO to dispose of all food scraps	58%	61%	57%	42%	51%	53%	59%	52%	65%	69% ↑	50%	57%	63% ↑	52% ↓	64% ↑	58%	59%	56%	61%	56%
Our household has been using FOGO to dispose of most food scraps	18%	19%	16%	37%	31% ↑	18%	15%	22%	12%	11% ↓	31% ↑	17%	15% ↓	18%	18%	15%	19%	18%	16%	21%
Our household has been using FOGO to dispose of some food scraps	13%	14%	13%	5%	10%	11%	12%	19%	15%	13%	9%	12%	16%	18% ↑	13%	9%	13%	16% ↑	13%	6% ↓
Our household has not used FOGO to dispose of food scraps	11%	6% ↓	14% ↑	16%	9%	17% ↑	13%	7%	8%	6%	10%	15% ↑	7% ↓	12%	5% ↓	18% ↑	8%	10%	11%	18% ↑
Is there a reason why your household hasn't been disposing of food scraps by using your FOGO bin?																				
Column n	147	47	71	3	15	35	30	14	19	14	18	65	47	52	19	54	22	72	44	31
I compost my food scraps (e.g. including worm farm or bokashi bin)	60%	62%	54%	33%	40%	43%	60%	79%	84%	86%	39%	51%	83% ↑	79% ↑	63%	35% ↓	73%	78% ↑	70%	3% ↓
I feed food scraps to my animals	14%	11%	11%	33%	20%	11%	17%	14%	11%	0%	22%	14%	9%	19%	5%	9%	18%	21%	9%	3%
I don't have many food scraps (e.g. apple cores, eggshells, meat bones etc)	13%	9%	13%	33%	20%	14%	10%	7%	11%	14%	22%	12%	11%	12%	16%	15%	9%	7%	18%	19%
Can't afford food / don't have any food / nothing to spare*	12%	15%	15%	0%	20%	26%	17%	7%	0%	0%	17%	22% ↑	2%	0% ↓	0%	33% ↑	0%	3% ↓	2%	48% ↑
I choose to dispose of my food scraps in the landfill / rubbish bin	10%	6%	11%	33%	20%	6%	10%	7%	5%	0%	22%	8%	4%	12%	21%	2%	14%	10%	14%	3%
It's too difficult to separate my food scraps	9%	2%	11%	33%	13%	11%	10%	0%	5%	0%	17%	11%	2%	10%	5%	9%	9%	13%	7%	3%
I just forget to separate my food scraps	1%	0%	1%	33% ↑	0%	0%	0%	0%	0%	0%	6%	0%	0%	0%	5%	0%	0%	0%	0%	3%
Other	9%	13%	7%	33%	20%	11%	7%	0%	0%	0%	22%	9%	0%	2%	11%	13%	14%	7%	5%	19%
Approximately how much food waste are you putting in the FOGO bin each week? (Base: those who use FOGO to dispose of 'some' or 'most' or 'all' food scraps)																				
Column n	1194	695	429	16	151	169	197	183	227	205	167	366	615	365	340	249	240	670	370	145
Less than one full caddy	25%	25%	25%	25%	26%	20%	17% ↓	28%	25%	33% ↑	26%	19% ↓	28%	27%	24%	27%	25%	24%	23%	41% ↑
One to two full caddies of food scraps	41%	41%	41%	44%	52% ↑	31% ↓	36%	47%	42%	40%	51% ↑	33% ↓	43%	37%	41%	46%	41%	37% ↓	46%	45%
Two to three full caddies of food scraps	20%	20%	21%	31%	15%	28% ↑	28% ↑	12% ↓	19%	19%	17%	28% ↑	17% ↓	22%	19%	18%	20%	22%	19%	12%
Three or more caddies of food scraps	13%	14%	12%	0%	5% ↓	21% ↑	18%	13%	13%	8%	5% ↓	20% ↑	11%	15%	14%	9%	13%	17% ↑	12%	1% ↓
I don't know	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	1%	1%	0%	0%	1%	0%	1%	0%	1%	1%
And approximately how much food waste are you disposing of in the landfill / rubbish bin, if any at all? (Base: those who use FOGO to dispose of 'some' or 'most' food scraps)																				
Column n	417	243	144	8	67	60	62	80	68	53	75	122	201	149	110	73	85	252	117	47
Less than one full caddy	35%	35%	37%	75%	55% ↑	48%	27%	29%	21% ↓	30%	57% ↑	38%	26% ↓	28%	48% ↑	41%	28%	31%	33%	68% ↑
One to two full caddies of food scraps	6%	5%	8%	0%	7%	8%	13%	4%	1%	4%	7%	11%	3%	3%	6%	8%	8%	5%	9%	4%
Two to three full caddies of food scraps	1%	2%	1%	0%	0%	2%	2%	1%	0%	4%	0%	2%	1%	1%	1%	0%	4%	2%	0%	0%
Three or more caddies of food scraps	1%	1%	1%	0%	3%	3%	2%	0%	0%	0%	3%	2%	0%	0%	2%	1%	2%	1%	2%	2%
None	53%	54%	52%	13%	24% ↓	35% ↓	55%	66%	78% ↑	60%	23% ↓	45%	69% ↑	67% ↑	38% ↓	42%	55%	59% ↑	53%	17% ↓
I don't know	3%	4%	1%	13%	10% ↑	3%	2%	0%	0%	2%	11% ↑	2%	0% ↓	1%	5%	7%	2%	2%	3%	9%
Did you receive an ACT Government supplied kitchen caddy? / Have you been using the kitchen caddy supplied at the start of the FOGO pilot?																				
Column n	1341	742	500	19	166	204	227	197	246	219	185	431	662	417	359	303	262	742	414	176
Total who received it	95%	96%	94%	89%	86% ↓	89% ↓	96%	97%	99% ↑	100% ↑	86% ↓	93%	99% ↑	96%	97%	89% ↓	96%	97% ↑	96%	85% ↓
Received it and have been using caddy to collect scraps	68%	70%	68%	58%	64%	65%	72%	67%	69%	76% ↑	64%	69%	71%	65%	74% ↑	62% ↓	70%	68%	69%	62%
Received it but have been using their own caddy to collect scraps	19%	20%	17%	16%	17%	14%	16%	26% ↑	24%	18%	17%	15% ↓	23% ↑	23%	18%	17%	18%	22% ↑	18%	13% ↓
Received it but don't use a caddy at all	8%	6% ↓	9%	16%	4%	10%	8%	5%	6%	5%	5%	9%	5% ↓	9%	5%	10%	8%	7%	9%	10%
Did not receive a caddy	4%	4%	5%	5%	11% ↑	10% ↑	3%	3%	0% ↓	0% ↓	11% ↑	6%	1% ↓	2% ↓	3%	10% ↑	3%	2% ↓	3%	14% ↑

Appendix

2023 Results splits by demographics	TOTAL	Single living alone	Shared adult household	Couple with children living at home	Single parent with children living at home	Have children who have left home	Couple with no children	Just me in household	Two people in household	Three people in household	Four or more people in household	I'm a person with disability	Someone else with disability lives in my household	No disabled person(s) in household	I or someone else in household has a disability	Received it and have been using caddy to collect scraps	Received it but have been using their own caddy to collect scraps	Received it but don't use a caddy at all	Did not receive a caddy	Total who received a caddy
Which of the following best describes your household's participation in the FOGO pilot?																				
Column n	1341	299	196	326	52	193	209	326	558	188	246	104	82	1081	175	909	258	105	56	1272
Our household has been using FOGO total	89%	83% ↓	89%	93% ↑	83%	94%	91%	83% ↓	92% ↑	91%	92%	87%	93%	90% ↑	89%	97% ↑	86%	44% ↓	63% ↓	91% ↑
Our household has been using FOGO to dispose of all food scraps	58%	57%	55%	63%	54%	65%	53%	56%	58%	54%	63%	56%	62%	59%	59%	66% ↑	50% ↓	20% ↓	34% ↓	59% ↑
Our household has been using FOGO to dispose of most food scraps	18%	13% ↓	20%	21%	19%	12%	22%	13% ↓	17%	27% ↑	17%	14%	17%	18%	16%	19%	19%	4% ↓	16%	18%
Our household has been using FOGO to dispose of some food scraps	13%	13%	14%	10%	10%	17%	16%	14%	16%	10%	11%	16%	13%	14%	14%	12% ↓	17%	20%	13%	14%
Our household has not used FOGO to dispose of food scraps	11%	17% ↑	11%	7% ↓	17%	6%	9%	17% ↑	8% ↓	9%	8%	13%	7%	10% ↓	11%	3% ↓	14%	56% ↑	38% ↑	9% ↓
Is there a reason why your household hasn't been disposing of food scraps by using your FOGO bin?																				
Column n	147	51	22	22	9	12	19	56	47	17	20	14	6	103	20	24	36	59	21	119
I compost my food scraps (e.g. including worm farm or bokashi bin)	60%	45%	55%	73%	44%	83%	84%	45% ↓	70%	76%	70%	43%	67%	63%	50%	100% ↑	92% ↑	44% ↓	0% ↓	70% ↑
I feed food scraps to my animals	14%	8%	18%	36% ↑	11%	0%	11%	7%	6%	24%	40% ↑	14%	33%	12%	20%	17%	14%	15%	5%	15%
I don't have many food scraps (e.g. apple cores, eggshells, meat bones etc)	13%	20%	14%	5%	11%	17%	0%	18%	11%	0%	15%	14%	17%	11%	15%	0%	3%	20%	14%	11%
Can't afford food / don't have any food / nothing to spare*	12%	25% ↑	14%	0%	22%	0%	0%	25% ↑	6%	6%	0%	29%	17%	11%	25%	0%	0%	10%	52% ↑	5% ↓
I choose to dispose of my food scraps in the landfill / rubbish bin	10%	2%	18%	14%	22%	8%	5%	4%	9%	6%	25%	7%	17%	9%	10%	0%	3%	17%	10%	9%
It's too difficult to separate my food scraps	9%	6%	14%	9%	11%	0%	11%	7%	9%	18%	5%	21%	0%	7%	15%	0%	3%	12%	14%	7%
I just forget to separate my food scraps	1%	2%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	1%	0%	0%	0%	2%	0%	1%
Other	9%	8%	18%	9%	0%	0%	5%	9%	9%	6%	10%	7%	0%	10%	5%	0%	3%	14%	19%	8%
Approximately how much food waste are you putting in the FOGO bin each week? (Base: those who use FOGO to dispose of 'some' or 'most' or 'all' food scraps)																				
Column n	1194	248	174	304	43	181	190	270	511	171	226	90	76	978	155	885	222	46	35	1153
Less than one full caddy	25%	53% ↑	21%	9% ↓	16%	20%	26%	51% ↑	23%	15% ↓	9% ↓	37% ↑	17%	25%	28%	22% ↓	32%	54% ↑	40%	25%
One to two full caddies of food scraps	41%	37%	48%	32% ↓	35%	48%	49% ↑	39%	49% ↑	35%	30% ↓	41%	37%	41%	39%	43%	37%	26%	37%	41%
Two to three full caddies of food scraps	20%	8% ↓	20%	31% ↑	30%	20%	17%	8% ↓	18%	30% ↑	31% ↑	16%	28%	20%	20%	21%	18%	15%	11%	20%
Three or more caddies of food scraps	13%	2% ↓	10%	27% ↑	19%	12%	7% ↓	1% ↓	10% ↓	19% ↑	30% ↑	6%	18%	13%	12%	14%	11%	2%	11%	13%
I don't know	1%	1%	1%	1%	0%	0%	1%	1%	0%	1%	1%	1%	0%	1%	1%	1%	1%	2%	0%	1%
And approximately how much food waste are you disposing of in the landfill / rubbish bin, if any at all? (Base: those who use FOGO to dispose of 'some' or 'most' food scraps)																				
Column n	417	78	67	99	15	56	79	87	185	69	70	32	25	342	52	281	93	25	16	399
Less than one full caddy	35%	44%	39%	33%	47%	14% ↓	38%	43%	32%	35%	34%	25%	24%	36%	27%	37%	29%	40%	44%	35%
One to two full caddies of food scraps	6%	6%	7%	8%	20%	2%	4%	6%	3%	13%	9%	6%	8%	6%	8%	4%	5%	20% ↑	19%	6%
Two to three full caddies of food scraps	1%	1%	3%	1%	0%	0%	1%	1%	2%	0%	1%	6%	4%	1%	4%	1%	1%	0%	0%	1%
Three or more caddies of food scraps	1%	1%	3%	1%	0%	0%	0%	1%	1%	0%	4%	0%	0%	1%	0%	1%	0%	8% ↑	0%	1%
None	53%	45%	42%	55%	33%	82% ↑	53%	46%	59%	52%	46%	56%	64%	53%	58%	54%	61%	20% ↓	38%	54%
I don't know	3%	3%	6%	2%	0%	2%	4%	3%	4%	0%	6%	6%	0%	3%	4%	2%	3%	12%	0%	3%
Did you receive an ACT Government supplied kitchen caddy? / Have you been using the kitchen caddy supplied at the start of the FOGO pilot?																				
Column n	1341	299	196	326	52	193	209	326	558	188	246	104	82	1081	175	-	-	-	-	-
Total who received it	95%	92%	93%	96%	98%	98% ↑	94%	93%	96%	96%	95%	96%	99%	95%	97%	-	-	-	-	-
Received it and have been using caddy to collect scraps	68%	60% ↓	62%	77% ↑	63%	73%	68%	59% ↓	68%	72%	76% ↑	63%	73%	69%	68%	-	-	-	-	-
Received it but have been using their own caddy to collect scraps	19%	20%	21%	14% ↓	21%	22%	22%	20%	22% ↑	16%	14%	25%	16%	19%	20%	-	-	-	-	-
Received it but don't use a caddy at all	8%	12% ↑	10%	5%	13%	4%	4%	13% ↑	5% ↓	7%	5%	9%	10%	6% ↓	9%	-	-	-	-	-
Did not receive a caddy	4%	7% ↑	5%	3%	2%	2%	5%	6%	4%	3%	3%	3%	1%	4%	2%	-	-	-	-	-

Appendix

2023 Results splits by demographics	TOTAL	Female	Male	16-24	25-34	35-44	45-54	55-64	65-74	75+ years	16-34	35-54	55+ years	Cook	Bruce	Belconnen	Macquarie	Standalone house or duplex	Townhouse	Unit or apartment
How do you find the size of the supplied kitchen caddy for your household? (Base: those who received a kitchen caddy)																				
Column n	1272	711	469	17	142	181	219	192	244	218	159	400	654	402	348	270	252	718	396	149
Just right	68%	69%	70%	65%	65%	67%	69%	68%	71%	73%	65%	69%	71%	65%	71%	67%	68%	67%	69%	68%
Too big	17%	19%	13% ↓	12%	16%	13%	16%	21%	18%	17%	16%	15%	19%	18%	15%	18%	17%	17%	17%	19%
Too small	5%	5%	5%	12%	10%	8%	4%	4%	4%	3%	10% ↑	6%	4%	4%	6%	5%	6%	6%	4%	3%
Can't say	10%	6% ↓	11%	12%	8%	12%	11%	6%	7%	6%	9%	11%	7% ↓	12%	7%	10%	10%	10%	10%	10%
Wrong size (too big or too small)	22%	24%	18%	24%	26%	20%	20%	26%	22%	21%	26%	20%	22%	23%	22%	23%	22%	23%	21%	22%
Do you mostly line your kitchen caddy with a compostable liner or put your food scraps in loose? (Base: Have been using the kitchen caddy to collect food scraps)																				
Column n	909	520	340	11	107	133	163	132	170	166	118	296	468	270	267	188	184	507	284	109
Yes, I use the supplied certified compostable liners	94%	94%	93%	100%	93%	92%	93%	95%	94%	96%	93%	92%	95%	93%	96%	95%	92%	93%	93%	98%
Yes, I have purchased my own compostable liners	6%	5%	9%	0%	9%	8%	10%	7%	4%	3%	8%	9%	4%	6%	9%	4%	6%	7%	6%	6%
No, I put my food scraps in loose	4%	4%	4%	0%	6%	5%	6%	3%	5%	2%	5%	5%	4%	6%	1%	3%	7%	5%	5%	0%
I don't know	0%	0%	0%	0%	0%	1%	1%	1%	0%	0%	0%	1%	0%	0%	0%	1%	1%	0%	1%	0%
How satisfied are you with the compostable liners supplied? (Base: Have been using the kitchen caddy to collect food scraps)																				
Column n	909	520	340	11	107	133	163	132	170	166	118	296	468	270	267	188	184	507	284	109
Very satisfied + Satisfied	81%	84%	77%	73%	77%	81%	82%	79%	88%	80%	76%	81%	82%	87%	81%	77%	78%	83%	80%	75%
Neither satisfied nor dissatisfied	8%	7%	11%	0%	10%	11%	7%	11%	5%	8%	9%	9%	8%	5%	9%	10%	11%	8%	8%	13%
Dissatisfied + Very dissatisfied	9%	8%	13%	27%	12%	7%	10%	9%	6%	11%	14%	8%	9%	7%	10%	13%	10%	8%	11%	12%
I don't know	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%
How often have you run out of space since January 2023? (Base: those who live in a townhouse, unit or apartment)																				
Column n	425	229	166	7	54	78	68	54	79	66	61	146	199	127	88	188	22	-	373	52
Have not run out of space	65%	71% ↑	61%	43%	43% ↓	46% ↓	57%	81% ↑	80% ↑	89% ↑	43% ↓	51% ↓	83% ↑	76% ↑	66%	54% ↓	91% ↑	-	68% ↑	40% ↓
Run out one or two fortnights	10%	9%	12%	0%	20% ↑	12%	7%	9%	10%	6%	18%	10%	9%	9%	14%	11%	0%	-	11%	4%
Run out several fortnights	10%	9%	10%	29%	13%	17%	12%	6%	8%	3%	15%	14%	6% ↓	8%	11%	11%	9%	-	10%	12%
Run out most fortnights	10%	7%	13%	14%	13%	17%	16%	4%	3%	2%	13%	16% ↑	3% ↓	8%	6%	14% ↑	0%	-	7% ↓	29% ↑
Run out every fortnight	5%	4%	4%	14%	9%	9%	7%	0%	0%	0%	10%	8%	0% ↓	0% ↓	3%	9% ↑	0%	-	3% ↓	15% ↑
Don't know	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	1%	0%	-	1%	0%
Total who have run out	35%	28% ↓	39%	57%	56% ↑	54% ↑	43%	19% ↓	20% ↓	11% ↓	56% ↑	49% ↑	17% ↓	24% ↓	34%	45% ↑	9% ↓	-	31% ↓	60% ↑
Do any of the following contribute to your household generating a larger volume of landfill waste? (Base: those who have run out of space, and live in a townhouse, unit or apartment)																				
Column n	148	65	65	4	30	42	29	10	16	7	34	71	33	31	30	85	2	-	117	31
Medical needs that generate additional waste	4%	3%	3%	0%	3%	0%	10%	0%	0%	0%	3%	4%	0%	6%	7%	2%	0%	-	5%	0%
Five or more people in the household	2%	3%	2%	0%	0%	0%	10% ↑	0%	0%	0%	0%	4%	0%	0%	0%	2%	50% ↑	-	3%	0%
Other	42%	46%	40%	25%	43%	55%	34%	50%	25%	43%	41%	46%	36%	42%	53%	38%	50%	-	47%	23%
None of the above	47%	46%	49%	50%	43%	38%	55%	50%	63%	57%	44%	45%	58%	42%	40%	53%	0%	-	43%	65%
Prefer not to say	7%	3%	9%	25%	10%	7%	0%	0%	13%	0%	12%	4%	6%	13%	3%	7%	0%	-	6%	13%
Before today, were you aware that you can order a larger or additional landfill and recycling bins from the ACT Government for an annual fee? (Base: Live in a townhouse, unit or apartment)																				
Column n	425	229	166	7	54	78	68	54	79	66	61	146	199	127	88	188	22	-	373	52
Yes, I was aware	54%	55%	48%	57%	46%	60%	65%	46%	49%	50%	48%	62%	49%	55%	53%	53%	59%	-	56%	42%
No, I was not aware	46%	45%	52%	43%	54%	40%	35%	54%	51%	50%	52%	38%	51%	45%	47%	47%	41%	-	44%	58%

Appendix

2023 Results splits by demographics	TOTAL	Single living alone	Shared adult household	Couple with children living at home	Single parent with children living at home	Have children who have left home	Couple with no children	Just me in household	Two people in household	Three people in household	Four or more people in household	I'm a person with disability	Someone else with disability lives in my household	No disabled person(s) in household	I or someone else in household has a disability	Received it and have been using caddy to collect scraps	Received it but have been using their own caddy to collect scraps	Received it but don't use a caddy at all	Did not receive a caddy	Total who received a caddy
How do you find the size of the supplied kitchen caddy for your household? (Base: those who received a kitchen caddy)																				
Column n	1272	276	183	314	51	190	196	302	535	181	233	100	81	1027	170	909	258	105	-	1272
Just right	68%	61% ↓	63%	75% ↑	69%	74%	69%	60% ↓	70%	73%	70%	59%	62%	70% ↑	62%	86% ↑	27% ↓	10% ↓	-	68%
Too big	17%	25% ↑	20%	9% ↓	14%	18%	16%	25% ↑	18%	13%	9% ↓	22%	15%	17%	18%	7% ↓	48% ↑	26%	-	17%
Too small	5%	3%	8%	8%	6%	3%	4%	2%	4%	6%	11% ↑	6%	10%	4%	8%	5%	5%	9%	-	5%
Can't say	10%	12%	9%	8%	12%	5%	11%	12%	8%	8%	10%	13%	14%	8% ↓	12%	2% ↓	20% ↑	55% ↑	-	10%
Wrong size (too big or too small)	22%	28%	28%	17% ↓	20%	21%	20%	27%	22%	19%	20%	28%	25%	21%	26%	12% ↓	53% ↑	34% ↑	-	22%
Do you mostly line your kitchen caddy with a compostable liner or put your food scraps in loose? (Base: Have been using the kitchen caddy to collect food scraps)																				
Column n	909	179	122	252	33	140	142	193	380	136	186	65	60	748	119	909	-	-	-	909
Yes, I use the supplied certified compostable liners	94%	94%	95%	95%	94%	95%	92%	94%	93%	97%	93%	94%	97%	94%	96%	94%	-	-	-	94%
Yes, I have purchased my own compostable liners	6%	2%	8%	10%	9%	4%	6%	2%	6%	5%	13% ↑	6%	17% ↑	5%	11%	6%	-	-	-	6%
No, I put my food scraps in loose	4%	5%	4%	3%	6%	3%	7%	5%	5%	3%	3%	3%	2%	5%	2%	4%	-	-	-	4%
I don't know	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	1%	2%	0%	0%	1%	0%	-	-	-	0%
How satisfied are you with the compostable liners supplied? (Base: Have been using the kitchen caddy to collect food scraps)																				
Column n	909	179	122	252	33	140	142	193	380	136	186	65	60	748	119	909	-	-	-	909
Very satisfied + Satisfied	81%	79%	80%	84%	76%	81%	78%	80%	81%	80%	82%	80%	78%	82%	78%	81%	-	-	-	81%
Neither satisfied nor dissatisfied	8%	8%	8%	8%	3%	11%	10%	8%	10%	4%	11%	11%	12%	8%	12%	8%	-	-	-	8%
Dissatisfied + Very dissatisfied	9%	11%	10%	7%	21%	7%	12%	11%	9%	15%	6%	9%	10%	9%	10%	9%	-	-	-	9%
I don't know	1%	2%	2%	1%	0%	0%	0%	2%	0%	1%	1%	0%	0%	1%	0%	1%	-	-	-	1%
How often have you run out of space since January 2023? (Base: those who live in a townhouse, unit or apartment)																				
Column n	425	127	70	71	17	52	69	132	185	48	52	39	17	339	56	269	78	45	28	392
Have not run out of space	65%	67%	63%	48% ↓	76%	75%	70%	67%	72% ↑	48% ↓	50%	67%	65%	67%	66%	72% ↑	68%	42% ↓	21% ↓	68% ↑
Run out one or two fortnights	10%	11%	7%	7%	12%	8%	19%	11%	12%	6%	8%	5%	12%	11%	7%	12%	10%	4%	7%	11%
Run out several fortnights	10%	8%	9%	18%	0%	8%	9%	8%	8%	21% ↑	13%	8%	6%	10%	7%	9%	12%	13%	14%	10%
Run out most fortnights	10%	10%	13%	18% ↑	0%	6%	1%	10%	4% ↓	13%	23% ↑	10%	6%	8%	9%	5% ↓	5%	22% ↑	36% ↑	7% ↓
Run out every fortnight	5%	4%	7%	8%	12%	2%	1%	5%	3%	10%	6%	10%	12%	3% ↓	11%	1% ↓	5%	16% ↑	21% ↑	4% ↓
Don't know	0%	0%	1%	0%	0%	2%	0%	0%	1%	2%	0%	0%	0%	0%	0%	0%	0%	2%	0%	1%
Total who have run out	35%	33%	36%	52% ↑	24%	23%	30%	33%	28% ↓	50%	50%	33%	35%	32%	34%	27% ↓	32%	56% ↑	79% ↑	31% ↓
Do any of the following contribute to your household generating a larger volume of landfill waste? (Base: Live in a townhouse, unit or apartment)																				
Column n	148	42	25	37	4	12	21	44	51	24	26	13	6	110	19	73	25	25	22	123
Medical needs that generate additional waste	4%	2%	0%	11%	0%	0%	0%	2%	0%	13%	8%	0%	17%	3%	5%	4%	4%	8%	0%	5%
Five or more people in the household	2%	0%	0%	3%	25% ↑	0%	0%	0%	0%	0%	12% ↑	0%	33% ↑	1%	11%	4%	0%	0%	0%	2%
Other	42%	38%	28%	51%	75%	33%	52%	41%	35%	50%	50%	54%	50%	43%	53%	51%	52%	24%	23%	46%
None of the above	47%	50%	68%	38%	25%	58%	38%	48%	57%	38%	38%	38%	33%	49%	37%	38%	44%	60%	68%	44%
Prefer not to say	7%	10%	4%	3%	0%	8%	10%	9%	8%	4%	4%	8%	0%	5%	5%	5%	4%	12%	9%	7%
Before today, were you aware that you can order a larger or additional landfill and recycling bins from the ACT Government for an annual fee? (Base: Live in a townhouse, unit or apartment)																				
Column n	425	127	70	71	17	52	69	132	185	48	52	39	17	339	56	269	78	45	28	392
Yes, I was aware	54%	51%	51%	65%	41%	48%	55%	52%	51%	56%	63%	51%	88%	51%	63%	58%	49%	56%	29%	56%
No, I was not aware	46%	49%	49%	35%	59%	52%	45%	48%	49%	44%	37%	49%	12%	49%	38%	42%	51%	44%	71%	44%

Appendix

2023 Results splits by demographics	TOTAL	Female	Male	16-24	25-34	35-44	45-54	55-64	65-74	75+ years	16-34	35-54	55+ years	Cook	Bruce	Belconnen	Macquarie	Standalone house or duplex	Townhouse	Unit or apartment
Overall, how satisfied are you with the weekly FOGO collection service?																				
Column n	1341	742	500	19	166	204	227	197	246	219	185	431	662	417	359	303	262	742	414	176
Very satisfied + Satisfied	85%	90% ↑	83%	68%	83%	75% ↓	80%	89%	93% ↑	95% ↑	81%	78% ↓	93% ↑	88%	87%	72% ↓	91% ↑	89% ↑	83%	70% ↓
Neither satisfied nor dissatisfied	7%	5% ↓	8%	16%	6%	7%	8%	9%	5%	3% ↓	7%	8%	5%	6%	6%	12% ↑	3% ↓	5% ↓	9%	10%
Dissatisfied + Very dissatisfied	7%	5% ↓	8%	16%	10%	16% ↑	10%	2% ↓	2% ↓	1% ↓	11%	13% ↑	2% ↓	5%	6%	15% ↑	6%	5% ↓	7%	17% ↑
I don't know	1%	1%	1%	0%	1%	2%	2%	0%	0%	1%	1%	2%	0%	1%	1%	2%	0%	1%	1%	3% ↑
Overall, how satisfied are you with fortnightly landfill/rubbish bin collections? (Base: Not asked to those who live in a unit or apartment)																				
Column n	1165	644	427	11	115	170	206	178	234	195	126	376	607	413	297	195	260	742	414	--
Very satisfied + Satisfied	72%	75% ↑	73%	64%	58% ↓	60% ↓	63% ↓	80% ↑	82% ↑	86% ↑	59% ↓	62% ↓	83% ↑	76%	68%	67%	72%	72%	71%	-
Neither satisfied nor dissatisfied	7%	7%	7%	0%	9%	8%	7%	6%	7%	7%	8%	7%	7%	5%	9%	7%	8%	7%	7%	-
Dissatisfied + Very dissatisfied	21%	18% ↓	20%	36%	32% ↑	32% ↑	30% ↑	13%	11% ↓	6% ↓	33% ↑	31% ↑	10% ↓	18%	22%	26%	20%	21%	21%	-
I don't know	1%	0%	0%	0%	1%	1%	0%	0%	0%	1%	1%	1%	0%	0%	1%	1%	0%	0%	1%	-
Which statement best reflects how you feel about the FOGO service?																				
Column n	1341	742	500	19	166	204	227	197	246	219	185	431	662	417	359	303	262	742	414	176
I feel like FOGO is part of my everyday routine	81%	87% ↑	79%	58% ↓	72% ↓	74% ↓	78%	88% ↑	91% ↑	93% ↑	71% ↓	76% ↓	91% ↑	86% ↑	83%	70% ↓	86%	85% ↑	80%	68% ↓
I'm still getting used to the FOGO service but am keen to stick with it	6%	6%	7%	21% ↑	13% ↑	6%	6%	4%	4%	4%	14% ↑	6%	4% ↓	4%	8%	9%	4%	5% ↓	7%	11% ↑
I need more support or information to help me adapt to FOGO	1%	1%	1%	5%	2%	1%	1%	2%	0%	0%	2%	1%	1%	0%	1%	1%	1%	0%	2%	2%
I don't feel like I would ever adapt to FOGO	9%	5% ↓	10%	16%	13%	16% ↑	11%	4%	2% ↓	1% ↓	13%	13% ↑	3% ↓	6%	6%	16% ↑	7%	7%	7%	19% ↑
I don't know	3%	1% ↓	3%	0%	1%	3%	4%	2%	2%	1%	1%	4%	2%	3%	2%	5%	2%	2%	5% ↑	1%
Would you recommend the FOGO service to friends or family in other suburbs?																				
Column n	1341	742	500	19	166	204	227	197	246	219	185	431	662	417	359	303	262	742	414	176
Yes	83%	88% ↑	82%	74%	78%	77% ↓	80%	88%	90% ↑	94% ↑	77%	78% ↓	91% ↑	86%	85%	73% ↓	86%	84%	83%	77%
Maybe	7%	6% ↓	7%	16%	11%	5%	7%	8%	7%	4%	11%	6%	6%	6%	7%	9%	8%	8%	8%	6%
No	10%	6% ↓	11%	11%	11%	18% ↑	13%	5% ↓	3% ↓	2% ↓	11%	15% ↑	3% ↓	7%	8%	17% ↑	6%	8%	9%	18% ↑
How likely are you to purchase compost from the FOGO service for your home garden?																				
Column n	1341	742	500	19	166	204	227	197	246	219	185	431	662	417	359	303	262	742	414	176
Very likely + Somewhat likely	52%	58% ↑	48%	32%	49%	52%	51%	58%	58%	55%	48%	51%	57% ↑	60% ↑	47%	42% ↓	59%	57% ↑	53%	30% ↓
Somewhat unlikely + Very unlikely	26%	22% ↓	30%	21%	22%	29%	27%	26%	24%	24%	22%	28%	25%	25%	30%	26%	24%	26%	30%	20%
Unsure	9%	10%	9%	5%	7%	9%	12%	7%	12%	6%	6%	11%	8%	9%	10%	7%	11%	11%	9%	3% ↓
Not relevant to me	12%	11%	13%	42% ↑	22% ↑	10%	10%	10%	6% ↓	15%	24% ↑	10%	10%	6% ↓	13%	25% ↑	5% ↓	6% ↓	8% ↓	47% ↑
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?																				
Column n	1341	742	500	19	166	204	227	197	246	219	185	431	662	417	359	303	262	742	414	176
Yes	53%	53%	54%	42%	34% ↓	45%	56%	54%	59%	66% ↑	35% ↓	51%	60% ↑	56%	48%	48%	58%	55%	55%	38% ↓
No	47%	47%	46%	58%	66% ↑	55%	44%	46%	41%	34% ↓	65% ↑	49%	40% ↓	44%	52%	52%	42%	45%	45%	63% ↑

Appendix

2023 Results splits by demographics	TOTAL	Single living alone	Shared adult household	Couple with children living at home	Single parent with children living at home	Have children who have left home	Couple with no children	Just me in household	Two people in household	Three people in household	Four or more people in household	I'm a person with disability	Someone else with disability lives in my household	No disabled person(s) in household	I or someone else in household has a disability	Received it and have been using caddy to collect scraps	Received it but have been using their own caddy to collect scraps	Received it but don't use a caddy at all	Did not receive a caddy	Total who received a caddy
Overall, how satisfied are you with the weekly FOGO collection service?																				
Column n	1341	299	196	326	52	193	209	326	558	188	246	104	82	1081	175	909	258	105	56	1272
Very satisfied + Satisfied	85%	79% ↓	83%	87%	75%	94% ↑	89%	79% ↓	90% ↑	82%	85%	83%	83%	87% ↑	82%	92% ↑	87%	35% ↓	55% ↓	86% ↑
Neither satisfied nor dissatisfied	7%	9%	9%	5%	8%	3%	7%	9%	5%	9%	6%	7%	9%	6%	8%	4% ↓	7%	26% ↑	2%	7%
Dissatisfied + Very dissatisfied	7%	9%	7%	8%	15%	3% ↓	3%	10%	5% ↓	8%	9%	10%	7%	6% ↓	9%	3% ↓	5%	34% ↑	41% ↑	6% ↓
I don't know	1%	3% ↑	1%	0%	2%	1%	0%	2%	1%	2%	0%	1%	1%	1%	1%	1% ↓	1%	5% ↑	2%	1%
Overall, how satisfied are you with fortnightly landfill/rubbish bin collections? (Base: Not asked to those who live in a unit or apartment)																				
Column n	1165	207	167	322	47	181	180	230	491	182	242	84	77	940	151	800	236	87	31	1123
Very satisfied + Satisfied	72%	81% ↑	72%	61% ↓	70%	79%	81% ↑	80% ↑	79% ↑	66%	56% ↓	76%	60%	74% ↑	69%	75% ↑	75%	45% ↓	68%	72%
Neither satisfied nor dissatisfied	7%	5%	7%	10%	4%	6%	6%	5%	6%	10%	9%	4%	5%	7%	5%	7%	6%	5%	3%	7%
Dissatisfied + Very dissatisfied	21%	13% ↓	21%	29% ↑	26%	14%	13% ↓	14% ↓	15% ↓	24%	35% ↑	19%	35% ↑	18% ↓	26%	18% ↓	19%	51% ↑	29%	20%
I don't know	1%	1%	0%	0%	0%	1%	1%	1%	1%	0%	0%	1%	0%	0%	1%	1%	0%	0%	0%	0%
Which statement best reflects how you feel about the FOGO service?																				
Column n	1341	299	196	326	52	193	209	326	558	188	246	104	82	1081	175	909	258	105	56	1272
I feel like FOGO is part of my everyday routine	81%	78%	79%	85%	73%	90% ↑	84%	78%	85% ↑	81%	82%	79%	77%	84% ↑	77%	90% ↑	84%	27% ↓	46% ↓	83% ↑
I'm still getting used to the FOGO service but am keen to stick with it	6%	7%	8%	5%	6%	5%	7%	6%	6%	6%	6%	6%	10%	6%	7%	6%	5%	9%	11%	6%
I need more support or information to help me adapt to FOGO	1%	0%	2%	1%	2%	1%	2%	0%	1%	1%	2%	0%	1%	1%	1%	1%	0%	4% ↑	4%	1% ↓
I don't feel like I would ever adapt to FOGO	9%	12%	11%	7%	15%	2% ↓	5%	12% ↑	5% ↓	10%	8%	13%	10%	6% ↓	13%	3% ↓	5%	49% ↑	38% ↑	7% ↓
I don't know	3%	4%	2%	2%	4%	3%	2%	4%	2%	2%	3%	2%	2%	3%	2%	1% ↓	4%	12% ↑	2%	3%
Would you recommend the FOGO service to friends or family in other suburbs?																				
Column n	1341	299	196	326	52	193	209	326	558	188	246	104	82	1081	175	909	258	105	56	1272
Yes	83%	82%	80%	85%	77%	89%	88%	81%	86% ↑	81%	83%	83%	78%	86% ↑	79%	90% ↑	86%	38% ↓	55% ↓	85% ↑
Maybe	7%	6%	10%	6%	10%	7%	7%	6%	8%	10%	6%	7%	12%	7% ↓	10%	7%	7%	13%	7%	7%
No	10%	12%	10%	9%	13%	5% ↓	5%	13% ↑	6% ↓	9%	11%	11%	10%	8% ↓	11%	4% ↓	6%	49% ↑	38% ↑	8% ↓
How likely are you to purchase compost from the FOGO service for your home garden?																				
Column n	1341	299	196	326	52	193	209	326	558	188	246	104	82	1081	175	909	258	105	56	1272
Very likely + Somewhat likely	52%	44% ↓	47%	59% ↑	42%	58%	58%	45% ↓	54%	59%	54%	61%	46%	54%	54%	57% ↑	54%	17% ↓	41%	53%
Somewhat unlikely + Very unlikely	26%	24%	29%	26%	44% ↑	28%	21%	24%	26%	24%	30%	13% ↓	28%	26%	21%	23% ↓	26%	54% ↑	25%	26%
Unsure	9%	9%	8%	11%	10%	6%	12%	8%	10%	10%	9%	11%	15%	9%	12%	9%	9%	10%	9%	9%
Not relevant to me	12%	23% ↑	16%	4% ↓	4%	8%	9%	23% ↑	10%	7%	6% ↓	15%	11%	12%	13%	10%	11%	19%	25% ↑	11% ↓
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?																				
Column n	1341	299	196	326	52	193	209	326	558	188	246	104	82	1081	175	909	258	105	56	1272
Yes	53%	51%	54%	51%	48%	59%	53%	52%	56%	50%	50%	55%	60%	53%	57%	53%	60% ↑	46%	27% ↓	54% ↑
No	47%	49%	46%	49%	52%	41%	47%	48%	44%	50%	50%	45%	40%	47%	43%	47%	40% ↓	54%	73% ↑	46% ↓

Appendix

2023 Results splits by demographics	TOTAL	Female	Male	16-24	25-34	35-44	45-54	55-64	65-74	75+ years	16-34	35-54	55+ years	Cook	Bruce	Belconnen	Macquarie	Standalone house or duplex	Townhouse	Unit or apartment
How would you prefer to receive information about the FOGO service?																				
Column n	1341	742	500	19	166	204	227	197	246	219	185	431	662	417	359	303	262	742	414	176
Emails - ACT Government	55%	58% ↑	54%	21% ↓	37% ↓	45% ↓	58%	66% ↑	65% ↑	63% ↑	36% ↓	52%	65% ↑	58%	54%	50%	58%	59% ↑	57%	36% ↓
Letterbox*	42%	43%	42%	47%	54% ↑	48%	41%	38%	35%	40%	53% ↑	44%	37% ↓	42%	41%	44%	41%	40%	43%	47%
Bin tag attached to FOGO bin	30%	35% ↑	27%	26%	37%	30%	32%	31%	27%	31%	36%	31%	29%	34%	29%	24%	33%	32%	33%	16% ↓
FOGO website	25%	26%	25%	42%	26%	23%	32%	35% ↑	22%	17% ↓	28%	27%	24%	25%	28%	21%	25%	24%	26%	27%
Social media - ACT Government account	14%	15%	14%	42% ↑	27% ↑	14%	19%	16%	7% ↓	8% ↓	28% ↑	16%	10% ↓	11%	16%	16%	13%	11% ↓	16%	22% ↑
Public displays at local shops	12%	14%	11%	16%	19%	13%	13%	13%	9%	12%	18% ↑	13%	11%	13%	14%	11%	10%	11%	14%	14%
Social media - other	9%	11%	8%	37% ↑	14%	8%	12%	12%	5%	4% ↓	17% ↑	10%	7% ↓	9%	9%	10%	9%	7% ↓	11%	13%
Word of mouth - neighbours, friends, family	7%	7%	8%	26% ↑	15% ↑	7%	6%	6%	4%	7%	16% ↑	6%	5%	6%	9%	7%	7%	6%	8%	10%
Online information sessions	7%	9%	5%	11%	5%	4%	10%	10%	6%	7%	6%	7%	8%	6%	9%	6%	7%	8%	7%	5%
Other	3%	2%	2%	0%	4%	4%	2%	2%	1%	3%	3%	3%	2%	2%	3%	3%	2%	3%	1%	6% ↑
None	6%	3% ↓	8%	5%	9%	10%	6%	2%	4%	1% ↓	9%	8%	3% ↓	4%	4%	12% ↑	6%	5%	5%	15% ↑
What, if any, changes you would like to see made to the FOGO service before a Canberra-wide rollout?																				
Column n	857	487	308	10	105	136	147	127	139	153	115	283	419	266	214	211	166	472	262	117
No changes / it works well / continue with wider rollout	26%	27%	29%	0%	13% ↓	19%	18%	28%	39% ↑	43% ↑	12% ↓	18% ↓	37% ↑	28%	26%	22%	29%	30%	25%	15% ↓
Bring back weekly collection for landfill bins	18%	14% ↓	19%	0%	24%	28% ↑	25%	11%	12%	6% ↓	22%	27% ↑	10% ↓	16%	17%	19%	20%	20%	16%	15%
Bags/liners that fit the caddy correctly / bag quality	11%	10%	13%	20%	14%	10%	9%	14%	6%	14%	15%	9%	11%	12%	11%	9%	15%	11%	11%	14%
More education / messaging	11%	14%	8%	20%	15%	7%	14%	12%	11%	9%	16%	11%	11%	11%	15%	9%	7%	9%	13%	12%
Allow other items to be included in FOGO bin	6%	7%	6%	10%	9%	8%	7%	9%	4%	3%	9%	7%	5%	9%	6%	5%	5%	7%	6%	7%
Offer various caddy sizes to meet different needs	5%	5%	6%	0%	6%	4%	5%	5%	6%	6%	5%	5%	5%	4%	6%	6%	5%	4%	6%	8%
Provide more bags / information on where to get bags	4%	6%	3%	10%	9%	3%	7%	6%	2%	2%	9%	5%	3%	3%	7%	1%	6%	4%	3%	9%
Increase the size of landfill bins	4%	4%	3%	10%	6%	9% ↑	4%	2%	1%	1%	6%	6%	1% ↓	4%	2%	3%	5%	5%	3%	1%
Ability to opt out / return unused caddies or bags	4%	3%	4%	0%	4%	3%	5%	7%	2%	1%	3%	4%	3%	7% ↑	1%	4%	2%	3%	5%	3%
Consider needs of households that produce more waste	4%	4%	3%	0%	3%	7%	3%	4%	2%	4%	3%	5%	3%	4%	3%	3%	4%	4%	3%	2%
Improve caddy design	4%	4%	3%	0%	4%	4%	5%	2%	3%	4%	3%	5%	3%	3%	4%	4%	2%	3%	3%	3%
Tailor FOGO for units/apartments	3%	3%	2%	0%	4%	2%	1%	4%	5%	1%	3%	2%	3%	2%	4%	4%	1%	1%	4%	6%
Stop FOGO entirely	3%	1% ↓	4%	10%	2%	4%	5%	1%	1%	0%	3%	4%	0% ↓	2%	2%	6% ↑	1%	2%	3%	7%
Offer various bin size options	2%	2%	1%	0%	2%	1%	1%	1%	2%	3%	2%	1%	2%	0%	2%	3%	2%	1%	2%	3%
Extra waste collection services at particular periods	2%	2%	1%	0%	1%	3%	3%	3%	0%	0%	1%	3%	1%	2%	2%	1%	2%	2%	2%	0%
Interested in receiving the compost produced by FOGO	2%	2%	1%	10%	0%	2%	3%	2%	0%	1%	1%	2%	1%	2%	1%	1%	2%	2%	1%	0%
Move recycable bin collection to a weekly basis	1%	1%	1%	0%	2%	2%	1%	1%	1%	1%	2%	2%	1%	2%	1%	0%	2%	2%	1%	0%
Move FOGO bin collection to a fortnightly basis	1%	1%	1%	0%	0%	1%	3%	2%	1%	1%	0%	2%	1%	2%	2%	1%	1%	2%	2%	0%
Suggestions / help to reduce the smell / improve hygiene	1%	1%	1%	0%	2%	1%	1%	0%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	0%	3%
Consider best days in the week for collection	1%	1%	1%	0%	0%	2%	0%	2%	1%	1%	0%	1%	1%	1%	0%	2%	1%	0%	2%	1%
Other	5%	5%	5%	10%	5%	7%	5%	4%	4%	7%	5%	6%	5%	5%	4%	8%	5%	6%	4%	8%
Don't know / can't think of anything	1%	1%	1%	0%	0%	0%	1%	1%	2%	3%	0%	0%	2%	2%	0%	1%	1%	1%	1%	0%

Appendix

2023 Results splits by demographics	TOTAL	Single living alone	Shared adult household	Couple with children living at home	Single parent with children living at home	Have children who have left home	Couple with no children	Just me in household	Two people in household	Three people in household	Four or more people in household	I'm a person with disability	Someone else with disability lives in my household	No disabled person(s) in household	I or someone else in household has a disability	Received it and have been using caddy to collect scraps	Received it but have been using their own caddy to collect scraps	Received it but don't use a caddy at all	Did not receive a caddy	Total who received a caddy
How would you prefer to receive information about the FOGO service?																				
Column n	1341	299	196	326	52	193	209	326	558	188	246	104	82	1081	175	909	258	105	56	1272
Emails - ACT Government	55%	55%	57%	53%	52%	66% ↑	53%	53%	59%	54%	52%	55%	68%	56%	60%	58% ↑	61%	37% ↓	25% ↓	57% ↑
Letterbox*	42%	43%	42%	48%	52%	34%	39%	44%	38% ↓	47%	48%	50%	34%	42%	43%	44%	40%	26% ↓	43%	42%
Bin tag attached to FOGO bin	30%	27%	30%	34%	35%	24%	33%	28%	30%	34%	33%	32%	33%	31%	31%	32%	34%	14% ↓	20%	31%
FOGO website	25%	23%	22%	29%	21%	24%	26%	23%	25%	28%	26%	30%	30%	25%	30%	26%	30%	15%	14%	26%
Social media - ACT Government account	14%	9% ↓	18%	14%	27% ↑	9%	18%	10% ↓	16%	15%	16%	13%	22%	14%	16%	16% ↑	10%	9%	9%	14%
Public displays at local shops	12%	14%	13%	13%	12%	10%	11%	14%	11%	10%	15%	12%	17%	12%	13%	13%	12%	8%	7%	12%
Social media - other	9%	7%	8%	10%	19%	5%	11%	8%	9%	11%	11%	14%	11%	9%	12%	9%	10%	8%	5%	9%
Word of mouth - neighbours, friends, family	7%	7%	8%	6%	8%	5%	10%	8%	7%	6%	7%	9%	10%	7%	9%	6%	10%	3%	14%	7%
Online information sessions	7%	6%	4%	10%	6%	6%	9%	6%	7%	6%	9%	11%	7%	7%	9%	6%	10%	7%	4%	7%
Other	3%	3%	2%	2%	4%	3%	2%	3%	2%	2%	2%	3%	5%	2%	3%	2%	3%	4%	2%	3%
None	6%	12% ↑	6%	3%	4%	3%	4%	12% ↑	4% ↓	5%	3%	7%	1%	5% ↓	5%	2% ↓	4%	33% ↑	23% ↑	5% ↓
What, if any, changes you would like to see made to the FOGO service before a Canberra-wide rollout?																				
Column n	857	187	123	208	35	127	130	207	355	117	162	72	63	670	127	556	175	80	37	811
No changes / it works well / continue with wider rollout	26%	26%	22%	23%	26%	38% ↑	31%	26%	31%	24%	19%	31%	27%	27%	31%	30% ↑	26%	9% ↓	16%	27%
Bring back weekly collection for landfill bins	18%	14%	21%	22%	34%	13%	11%	14%	14%	20%	28% ↑	10%	29%	16% ↓	20%	14% ↓	15%	40% ↑	43% ↑	17% ↓
Bags/liners that fit the caddy correctly / bag quality	11%	7%	11%	13%	9%	11%	15%	7%	13%	15%	11%	6%	11%	12%	9%	15% ↑	7%	1%	3%	12%
More education / messaging	11%	12%	9%	9%	6%	8%	19% ↑	12%	12%	13%	7%	15%	8%	12%	10%	13%	10%	3%	11%	11%
Allow other items to be included in FOGO bin	6%	5%	4%	7%	11%	9%	7%	4%	8%	5%	8%	7%	5%	6%	6%	6%	11%	3%	0%	7%
Offer various caddy sizes to meet different needs	5%	7%	7%	5%	0%	3%	4%	7%	4%	4%	7%	3%	6%	6%	4%	6%	6%	1%	0%	5%
Provide more bags / information on where to get bags	4%	3%	9%	5%	6%	2%	2%	2%	5%	4%	7%	4%	3%	5%	2%	4%	6%	3%	3%	5%
Increase the size of landfill bins	4%	1%	4%	7%	6%	3%	4%	0%	4%	3%	9% ↑	1%	6%	4%	4%	3%	5%	4%	0%	4%
Ability to opt out / return unused caddies or bags	4%	4%	4%	3%	0%	3%	4%	5%	3%	3%	3%	4%	2%	4%	3%	2% ↓	7%	8%	5%	4%
Consider needs of households that produce more waste	4%	2%	3%	4%	6%	5%	3%	2%	4%	4%	4%	3%	2%	4%	2%	4%	2%	1%	3%	4%
Improve caddy design	4%	3%	2%	4%	3%	2%	6%	2%	4%	3%	4%	6%	6%	3%	5%	4%	5%	0%	3%	4%
Tailor FOGO for units/apartments	3%	4%	2%	2%	3%	3%	2%	5%	3%	3%	1%	0%	2%	3%	1%	2%	3%	5%	3%	3%
Stop FOGO entirely	3%	6% ↑	2%	1%	3%	2%	1%	6% ↑	1%	2%	1%	6%	0%	2%	3%	1% ↓	1%	18% ↑	11% ↑	2%
Offer various bin size options	2%	3%	1%	1%	3%	2%	2%	2%	2%	1%	1%	1%	2%	2%	2%	2%	3%	0%	0%	2%
Extra waste collection services at particular periods	2%	1%	2%	3%	0%	2%	1%	1%	1%	2%	4%	1%	3%	1%	2%	2%	2%	1%	0%	2%
Interested in receiving the compost produced by FOGO	2%	1%	0%	4% ↑	0%	2%	0%	1%	1%	3%	3%	1%	0%	2%	1%	2%	1%	0%	0%	2%
Move recyclable bin collection to a weekly basis	1%	2%	1%	1%	0%	1%	1%	1%	1%	0%	3%	1%	3%	1%	2%	1%	2%	1%	0%	1%
Move FOGO bin collection to a fortnightly basis	1%	2%	1%	1%	6%	2%	0%	2%	1%	3%	2%	1%	6% ↑	1%	4%	1%	1%	4%	0%	1%
Suggestions / help to reduce the smell / improve hygiene	1%	1%	0%	1%	0%	2%	2%	1%	2%	0%	1%	0%	2%	1%	1%	1%	1%	0%	0%	1%
Consider best days in the week for collection	1%	1%	2%	0%	3%	2%	0%	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%	0%	0%	1%
Other	5%	5%	8%	6%	6%	4%	1%	7%	5%	5%	6%	10%	3%	4%	6%	4% ↓	6%	13%	11%	5%
Don't know / can't think of anything	1%	2%	2%	0%	0%	2%	0%	2%	1%	1%	0%	1%	0%	1%	1%	2%	1%	0%	0%	1%

